**Kayed**

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## TECHNOLOGY MANAGEMENT

Competent and an adept technology leader with more than twenty years of demonstrated career successes in the information technology field. Structured strategic thinker and problem solver with a passion for technology; skilled in grasping the big picture, conceptualizing, developing, and implementing solutions. Proven track record in establishing and managing implementation and deployment of projects that delivered a number of successful software, distributed control systems and cloud computing solutions in healthcare, Oil & Gas, telecommunication and finance.

My client facing commercial experiences worldwide have enhanced and demonstrated my capability to actively use my developed knowledge in pressurized environments. I have strong written and spoken communication, leadership and facilitation skills that have enabled me to minimize potential impact to projects while building lasting relationships with many clients. I have employed my knowledge and experience to operate effectively in both business and technical environments.

* Operations Management
* Strategic Planning & Product Roadmap
* Commercial Software Product Delivery
* Distributed Control System (DCS)
* IT Programme Management
* E-Government Initiatives
* Risk & Change Management
* Organization & Staff Development

## PROFESSIONAL EXPERIENCE

### Emirates Nuclear Energy Corporation, Abu Dhabi UAE 2014-Present

**Head of Information Technology Infrastructure and Application Delivery**

Reporting directly to IT VP successfully spearheading traceability, assessment, conformity and benchmarking of incident and change management for system under development- SAP ERP, BI/BO, Data warehousing. Work in conjunction with stakeholder, system integrators, c-management and customer support. In addition, managed escalation and KPI of incidents from implementation to monitoring, quality, reporting and maintenance of software releases to production. Achievements:

* Managed the design, implementation of network security and intrusion systems in the data center.
* Managed the application delivery of 34 SAP modules to the Operation Management System.
* Developed and plan of strategy to review deployed or to-be-deployed nuclear applications for oversight and regulatory compliance
* Collaborated across multiple departments (i.e. Engineering support, ICT, Civil & Mechanical) to manage the projects
* Managed stakeholder’s expectations for the projects scope, quality, timeline and budget.
* Managed the projects’  Health, Safety, Security and Environment (HSSE) for telecom towers & data center
* Spearheading traceability, assessment, conformity and benchmarking of incident and change management for system
* Managed the delivery IT application solutions, infrastructure technology and services to various departments in a timely and cost effective manner.
* Engage vendors in upcoming projects, manage designated budget and financing, recruit resources for new projects.
* Managing the incorporation of system integrators, communication, and change and engagement initiatives for IT during the quality assurance lifecycle of the system implementation.
* Liaising, Integrating & Directing other Project Managers/Teams
* Ad hoc and scheduled project reports and reviews delivery
* Successful Managing of Issues, Risks & Change
* Project and Program P&L forecast & compliance
* Time & Resource Management
* Managing project scope and objectives

**Technology:** Agile PM, SAP ERP, Oracle ERP, SQL Server, Domain Web Apps, Data Center Network and Communication

**Team:** 4 FTE’s (Project Managers, Developers, Product Managers, Data Architects, Administrators)

### EMC/Advanced Electronic Company (AEC) , Riyadh Saudi Arabia 2013-2014

**Senior Operations Manager**

Responsible for setting direction and day to day management of all Software Development & IT consulting projects. Achievements include:

* Spearheading traceability, assessment, conformity and benchmarking of the business and functional requirements for system under development. Work in conjunction with stakeholder, system integrators, c-management and customer support.
* Led the delivery of system testing and cutover of system transformation from physical to virtual environment for a 32 SAP systems that included Sandbox, quality and production.
* Managed the Operations commercials, CAPEX OPEX budget.
* Managed the distributed control system from implementation to monitoring, quality, reporting and maintenance.
* Managed the delivery of testing design and development of the disaster recovery site based on Recovery Point and Site Recovery Manager (SRM).
* Testing the re-platformaing SAP ERP6 to from physical to virtualized stack in a new data center with TIBCO & Oracle.
* Managed the User Acceptance Testing (UAT) during the implementation phase of the data center server, fiber layout, IP-MPLS, and zone implementation.
* Managed development of test and cutover plans, integration, system and UAT testing for SAP virtual stack implemented on a SuSe Linux OS.
* Managing the incorporation of system integrators, communication, change and engagement initiatives for IT, vendors and client relationship entities during the quality assurance lifecycle of the system implementation.

**Technology:** SAP ERP6, DCS, TOGAF, Oracle eBusiness ERP, Oracle 11, ISO 27001, PMI, and ITIL.

**Team:** 19 (Directors, Deputy VP, Project Managers, Data Architects, Administrators)

### Temenos Banking Software , Amman, Jordan 2012-2013

**Enterprise Programme Management**

Recruited as technology leader tasked with establishing and strengthening portfolio of projects governance, service design and solution roadmap. Responsible for setting direction and day to day management of all Software Development & IT consulting projects. Achievements include:

* Provided management oversight and technical leadership; identifying service delivery improvement opportunities.
* Directed all product development testing related activities from resource planning, acquisition and purchases to Quality Assurance to logistics to cutover plans to deployment.
* Developed the project’s Service Level Agreement (SLA) to ensure service continuity, availability and the performance auditing mechanism of systems at satisfaction levels for the client throughout the project lifecycle.
* Applied at a practical level, Prince 2, SCRUM, Agile and PMI procedures and principles for the development, installation and management of major system and infrastructure changes, upgrades and rollouts.
* Provided leadership and direction on the project’s IT Strategy, PMO setup, Software Development & ECM
* Management Framework processes, Service Catalogs, Cloud Computing, ERP, Hyperion BI and CRM Implementations.
* Spearhead the initiation of Enterprise Project Management (EPM), Change Advisory Board (CAB) process and service delivery strategy for portfolio of projects data performance tracking and system integration governance utilizing Advent.
* Aligning business requirements and processes in the client environment with the client’s architect solution and program strategic objectives. This was be achieved via:
  + Prompt capturing of project’s requests for performance improvements in project deliverable, and
  + Collaborate and communicate (project's requests) with pertinent internal/external key stakeholders.
* Led the development efforts in deploying successful Enterprise Document Management Systems (EDMS) spanning IT SDLC from analysis to implementation to deployment with Microsoft SharePoint.
* Actively participated as Subject Matter Expert in implementation projects focusing on architecture, design and quality.

**Technology:** Microsoft Dynamics CRM, Advent, Hyperion, Oracle eBusiness ERP, Oracle 11, EFQM, ITIL.

**Team:** 45 + 90 Contractors FTE’s (Project Managers, Developers, Product Managers, Data Architects, Administrators)

### Virtual Cloud Computing (VCE) & GBM, Dubai, UAE 2009 - 2012

**Senior Consultant – Cloud Computing**

Responsible for introducing new leading edge technology products - converged infrastructure- in delivering data center solution and professional services for top tier companies around the GCC countries. Led all aspects of product and service design. Achievements includes:

* Led a team of Subject Matter Experts (SME) to develop and successfully commission and deploy Data Centre for cloud computing and e-government solutions involving:
  + Managing the deployment of (Cisco Unified Computing Systems (UCS), HP, VMWare, EMC storage VNX, vShpere, Virtual Desktop, MS Sharepoint , ESXI , AVAYA), VAS, Virtual Desktop Infrastructure (VDI), Dynamics ERP and BI Hyperion.
  + Managed data center LAN/WAN, structured cabling, fiber, CCTV, IPTV, SMATV, IP Telephony, Transport Security Network TSO and Public Address and access point (audio/video, wireless, internet, ,etc) configurations for the site,
  + Managed the Low Current systems; Intrusion and perimeter detection system, parking lighting system, Building Management System (BMS) Integration with access point, smart energy metering systems, access points and CCTV.
  + Developed project’s milestones and tasks to resources project plan, and
  + Managed client’s expectation, communication and approvals from initiation to successful deployment.
* Developed and managed the Service Level Agreement (SLA) and Operational Level Agreement (OLA) with the client.
* Developed risk treatment plan for the organization’s data in accordance with ISO 27001:2005 and align the procedure with Abu Dhabi System and Information Center (ADSIC) mandates.
* Managed the implementation of network/TCP/IP for a distributed control system for metal/aluminum manufacturing company.
* Reviewed and implemented the “Best Fit” CRM solutions that would meet client’s business needs from usability, flexibility, Total Cost of Ownership (TCO), Return On Investment (ROI) in light of the existing infrastructure at client site (i.e. Siebel, MS Dynamics, SAP, etc.)
* Managed the testing for System Under Development (SUD) , Back Office functionality including SAP ERP, SAP ECC, visualized SAP systems,
* Developed Vulnerability and Penetration tests for the mission-critical data to assess viability of the security, confidentiality and privacy compliance on regular basis.
* Managed client's expectations; meetings, resources, tasks, cutover plans, training and deployment.
* Developed the strategy for go-to-market for newly developed services and corporate promotions that is based on segment offerings or Software as a Service (Saas) that increased the up-sell and cross-sell revenues.
* Managed the security policies and procedures promoting awareness of security policies and process framework according to ITIL, TOGAF and PMI within the organization for the developed data Centre.
* Played a lead role in carving out add-value for provided services, LTE strategy and roadmap. Introduced new software development methodologies, including Test Driven and Agile development

**Technology:** Siebel, MS Dynamics, SAP ERP, ISO/IEC 27001, ECM, IBM, AVAYA, UCS, VMWare, LTE, PMI.

**Team:** 120 FTE’s (Managers, Architects, Developers, Quality Assurance, Business Analysts, and UI Designers)

### Bearing Point , AT&T - Sacramento, CA 2006 - 2009

Working with State of California Health and Human Services Department - Child Support Automation System. Major achievements included the following:

**Senior Consultant – Project Management**

* Managed multiple and concurrent projects and maintain a master IT direction project development/deliverable schedule.
* Defined test plans, change management implementation strategies, projects schedules, milestones, tasks, budget, KPI , Balanced Scorecard and outline approach and make adjustments within the constraints set to achieve the optimum results following the, PMI and ITIL v3, COBIT framework guidelines.
* Ensured proper compliance with the Health Insurance Portability and Accountability Act (HIPAA) Identification of any risks and/or issues that will impede completion of the work/study.
* Managed and develop the security requirements for the IT Management Services (ITSM).

**Capacity Planning Management – Billing System**

* Managed the quality assurance team during the requirements, design and development phases of this huge transformation of a legacy mainframe system to J2EE technologies.
* Spearheaded the testing of new design methodologies using UML for the technical specifications of LTE the system. Designed the entire system using a J2EE scalable n-tier architecture based on best practices and design patterns.
  + Technology: Java/J2EE/EJB, Weblogic, LTE, JSP, Struts, Oracle dB
  + Team: 32 FTE’s (PM, Developers, Quality Assurance, Business Analysts, Administrators and Designers)

**Service Oriented Architecture Lead**

* Crafted an innovative approach to the SOA transformation strategy to help clients with their SOA roadmap. This work became the foundation for a new service line that was very well received by the clients.

**Technology:** Java/J2EE, SOA, Oracle, HIPAA, JSP Struts, PMI, ITIL, CMMI.

**Team:** 50 FTE’s (Managers, Developers, Product Managers, Data Architects, Administrators)

### Al-Faris Information Technologies, Al-Kuwait, Kuwait 2002 - 2006

**Director of Software Development**

One of the early leaders in e-Commerce, Financial solutions, responsible for establishing the technology department that developed the main product. Achievements include:

* Established and managed a new software development department of about 30 employees in product management, software development, and database administration. Successfully delivered the first release of this company’s main product on time and within budget.
* Driven projects to achieve pre-determined product quality, on-time delivery per schedule and new product development for all new products or their variance via process assessment and process improvements throughout the product development lifecycle.
* Managed the entire product lifecycle from inception through deployment and maintenance. Provided architectural oversight qualitative and quantitative leadership to the delivery team. Hands on involvement and review of all UI design, database and code design and approval of changes made to the system.
* As a member of the executive team, played a key role in setting the company’s strategy and direction. The product competed favorably with major players in the same space, including ATG, Commerce One and Oracle.
* Developed the Balanced Scorecard (BSC) and Key Performance Indicators (KPI) for business and operations.

**Technology:** Java/J2EE, JSP, BEA WebLogic, Oracle, ATG.

**Team:** 50 FTE’s (Managers, Developers, Product Managers, Data Architects, Administrators)

### Hewlett Packard (HP), Roseville California 1998 - 2002

**Senior Consultant – Programme Management**

Managed all product direction, design, development and delivery aspects for the technology division. Achievements include:

* Spearheaded a business transformation strategy for the intranet layer of the corporate portal.
* Consulted with management and SMEs to analyze computer system security procedures for management of information and functional operations to determine scope and priorities of projects and to promote system security.
* Developed strategic corporate relationships with contents and technology partners.
* Developed and promote the skills within the organization to improve design quality, security management, engineering productivity, and skill competency via peer and code reviews.
* Developed project plans for the WFM (Work Flow Management) a J2EE WFM engine, and SAP ERP analytics.
* Provide periodical progress reports of the project status, performance and recommendation for process improvements.

**Technology:** Microsoft ASP, SAP ABAP, C++, COM/ATL, MFC, Oracle RDBMS

**Team:** 15 FTE’s (Managers, Developers, Quality Assurance, Graphic Designers, Data Architects)

### Motorola Inc., Schaumburg, IL 1994 - 1998

**Senior IT Consultant**

* Managed 4 concurrent projects, billing, GSM upgrades, wireless technology and telephony networking.
* Created test development strategies for IP blind spoofing and flooding methods for the web portal utilizing J2EE.
* Managed cross functional IS teams to work on an enterprise project of the organization based on RUP methodology.
* Driving the deliverables of the milestones for project implementation and deployment plans.
* Manage the implementation and QA plans for the J2EE enterprise application, which has over 120 workflows, authenticated via electronic signatures from CIC.
* Managed the performance testing plans via emulating virtual users on a B2B and B2C applications with Mercury’s Load Runner
* Actively participated in the design and development of all new software commercial products.

**Technology:** Microsoft MFC, C++, Windows SDK, MS SQL Server, Oracle DB.

**Team:** 18 FTE’s (Managers, Developers, Product Managers, Data Architects, Administrators) 701387

## EDUCATION

* MS Computer Information Systems, Nova South Eastern University, Ft. Lauderdale FL 1994
* BS Computer Engineering, University of Missouri, Syracuse, NY 1988

## CERTIFICATIONS

* Project Management Professional (PMP), Project Management Institute, Newtown Square, PA 2009. ITIL Foundation 2011, Service Management certified.

## INDUSTRIES

* Telecommunication – Billing and workflow systems
* ICT and Information Technologies: Converged Infrastructure, Data Centers and Network Design
* Financial Sector – Banking, Securities Analysis, and Trading data management
* Healthcare - Medical Records, Health Information Management, and Billing
* Insurance Portfolio Management & Natural Disaster Simulations

## TECHNOLOGIES

* Microsoft core technologies including C/C#, ASP.NET, WCF, WWF, WPF, SharePoint, Active Directory, SQL Server
* Java/J2EE technologies including JSP, Struts, EJB, XML, Hibernate (SUN Java 2 certified programmer)
* Service Oriented Architecture, ESB, Web-services design patterns
* Software development processes such as the SEI CMM, ISO-9000, RUP, Test Driven and Agile/Scrum.
* ERP systems (Oracle, Microsoft Dynamics CRM, Custom) implementation and customization
* Content Management, Document Management, Portals, Integration Middleware, Contract Management

## LANGUAGES & PERSONAL

* US & Jordanian Citizen – Fluent in English and Arabic.
* Continuous improvement and training in new trends, technologies as well as soft skills

## Skills Summary

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| --- | --- | --- |
| **Communication** | **Business** | **Technical / IT Knowledge** |
| * Excellent interpersonal skills, leading by example * Training & managing team members * Cross functional & Matrix people and program management * Balanced Score Card (BSC) * Management of third party suppliers * Management of Off Shore resources * Client Management * Stakeholder Management * Management of outsourced & third party delivery * Relationship Management * Project, Status & Risk Reporting * Financial Reporting | * EFQM Excellence Model * Cloud Computing * PMP * TOGAF * Agile * ITIL * ISO/IEC 27001 * Scrum * Escalation Management * Productivity & Quality control * E-government Initiatives * Design & development * Risk/Issue management * UAT/Beta testing * Strong analytical skills * Business Continuity Planning * Change management * Implementation management * P&L Management | * Microsoft, ORACLE ERP * VAS * PLSQL * IP-MPLS * Siebel * SAP Integration * Distributed Control Systems. * Information Security * Integration & System Testing * MS Dynamics ERP, CRM * Cutover & Rollout Plans * Product support & system deployment * Data Migration * ECM * Data Architecture * Data Center deployment * Environment Management * Release Management * Change Management * Disaster Recovery & Redundancy |