**RAMY**

[**RAMY.337967@2freemail.com**](mailto:RAMY.337967@2freemail.com)

**SENIOR EXECUTIVE PROFESSIONAL – CIO / IT & BUSINESS CONSULTANCY / OPERATIONS MANAGEMENT**

“Strong credentials in steering Business Technology teams, managing IT operations, Large IT implementations, and operations”

18 years of experience in steering and directing large enterprise information technology operations, IT Service delivery and mission critical operations

A visionary Technology executive with proven track record of building and leading large teams of business technology professionals, driving business results and maximizing IT return on investment through exceptional service delivery quality and strategic management of people, technology and processes

Service delivery excellence & customer satisfaction focused, change management agent and business oriented achiever

Proven expertise of managing budgets more than $20 million, managing $2+ million projects, aligning technology strategy with corporate strategy, and leading large programs and teams to achieve targets and exceed customer expectations

Experienced in delivering business consultancy, due diligence, conducting industry research, market analysis and strategy consulting

**Education**

* MBA “[**Warwick Business school**](http://www.wbs.ac.uk/about/difference/ranking/)(2014-2016)
* B.Sc. (Electronics and Telecommunications Engineering), Zagazig University, Faculty of Engineering at Shoubra (1994)
* **Languages:**
  + - * Arabic – Mother tongue
      * English – Perfect

**Significant Accomplishments**

* Participating in IT strategy formulation, analysis and operationalize into specific programs and projects, follow up and regularly report on performance, budgeting and status updates
* Subject matter expert defining IT financial, cost modeling, and project investment appraisal including Buyback, NPV and ROI models
* Directed the infrastructure sector of 200+ reports & 180+ million EGP of annual budget for Telecom Egypt
* Successfully led teams of consultants in Business continuity programs delivery to 3 telecomm operators in Egypt
* Successfully led migration project of Oracle EBS from v. 11.5.1 to EBS R12.1.1 for a telecom landline 55K employees company “Telecom Egypt”
* Directed a $26 million project of entire BSS installation and configuration for Warid Telecom operator in Bangladesh, managed project team of 36 professionals & successfully delivered the project in 45 days.
* Delivered 24X7 support for USAID project requiring 99.999% availability with penalty of $1M per hour of downtime, delivered all the technical documentations, auditing and customer OJT training, oversaw all systems support, physical security reviews, evacuation plans, and final project handover and closing
* Managed a competency center for mission critical support operation in Bahrain, operating over gulf region and consisting of 28 systems engineers distributed in 6 countries supporting mission critical operations of banking and telecom operators in middle east Africa and some Asian countries
* Delivered IT processes assessment/GAP analysis consultancy engagements, and ITIL processes implementations programs
* Delivered consultancy for IT/Business transformation program to one of largest home appliance retailer in Egypt
* Managed mission critical operations of front and back office of a 55K employees telecom operator, 600+ mission critical servers and storages distributed in 11 datacenters
* Delivered multiple ($600K +) Cloud Computing for service provider consultancy engagements, including detailed design of service definitions, business case, operations assessment, and transformation models/programs for cloud service delivery and operation
* Created Datacenter department starting with 4 engineers and expanded into 7 department and 52 technical professionals in 30 months
* Launched a co-location services that transformed infrastructure operations from cost to profit centers, build all costing models and business cases both or internal and customers use
* Headed Business continuity program for 55K employee company “Telecom Egypt”, including IT disaster recovery based on internal risk assessment, Business impact analysis and regular program testing/ auditing and documentations/procedures updates
* Initiated and successfully managed internal consolidation program of parallel projects resulted into consolidation of 12 remote datacenters into 4 datacenters, the parallel projects constituted of infrastructure “virtualization & equipment relocation”, Application re-coding and database consolidation
* Headed internal program management team to renovate 3 Tier II datacenters
* Managing 24X7 operations of 12 Data Centers daily operation to meet business production objectives

**Business Consultancy Achievements;**

In association with [Wyze.ms](http://wyze.ms/recent-assignments/) , delivering Business assessment consultancy for the EBRD ([European Bank of Reconstruction and Development](http://www.ebrd.com/home)) as follows;

Due diligence for a $30+ million annual revenue software house in Egypt, the deliverables included but not limited to the followings:

* Reviewing company’s strategy and the commercial strength including key competitive advantages, entry barriers and product uniqueness and potential competitive pressures.
* Assessing the technical and commercial viability of the Products/Services, verifying benefits and disadvantages of the Products/Services of the company.
* Verifying and analyzing products & services lifecycles and the development potential.
* Clarifying the market potential, trends, stakes and opportunities by sub-segment and for its key geographies.
* Providing an independent view on the competitive environment the company faces.
* Assessing quality of revenue including its cyclicality, seasonality and recurring nature and stickiness and profitability of contracts with their major clients and uniqueness of relationships
* Assessment of the cost structure by segment including the use of subcontractors
* Verifying management focus on profitability and cash-flow generation in addition to revenue growth
* Assessing the level of recurring cash-flow generation and working capital management, payment terms and level of required bank guarantees.
* Assess the feasibility of the proposed investment and expansion strategy, including sensitivity analysis and detailed development costs;
* Documenting all assessment and analysis results in addition to providing tactical & strategic recommendations to improve company’s financial, operational, risk management and business performance

**Work History**

* **Freelance Consultant** (Aug. 2014 – Current)

**Business Consulting – IT transformation consulting**

* [**EMC**](http://www.emc.com/en-us/index.htm)

**Senior Consultant -** Cloud Computing and Virtual Datacenter (2012 – 2014)

* [**Telecom Egypt**](http://te.eg/en_home) **–** 55K employees company,(2007-2012)
* **IT Operations Director** (2011 – 2012)
* **Data Centers General Manager** (2007- 2011)
* [**International Turnkey Systems (ITS)**](http://www.its.ws/)

**Technical Team Leader** (2006 – 2007)

* [**Hewlett Packard**](https://www.hpe.com/us/en/home.html) **(**[**USAID**](https://www.usaid.gov/) **Te-NOC turnkey Project)**

**HP System Engineer** (2002 – 2005) 3 years project based assignment

* [**ORASCOM Technology Systems - Summit**](http://www.summit-mea.com/Home)

**HP-UX MC/SG Specialist** (1996 –2002) 6 Years

**Professionally Relevant**

* **Managing Director for Sahara “2013 – Current”**

**“**Partner and co-founder of an entrepreneurial $400K company working in the agriculture and food processing company in Baharia Oasis, Egypt

**Training and Certifications**

Trained and Certified from EPI International Training Centers and accredited from The International Consortium for Organizational Resilience (ICOR), USA-

* [CITM - Certified IT Manager](http://www.epi-ap.com/services/1/3/76/Certified_IT_Specialist_(CITS))
* [CDCFOM - Certified Data Center Facilities Operation Manager](http://www.epi-ap.com/services/1/3/8/Certified_Data_Centre_Facilities_Operations_Manager_(CDFOM))
* [CDCS - Certified Data Center Specialist](http://www.epi-ap.com/services/1/3/5/Certified_Data_Centre_Specialist_(CDCS))
* [CDCP - Certified Data Center Professional](http://www.epi-ap.com/services/1/3/4/Certified_Data_Centre_Professional_(CDCP))
* EMC proven professional “[Information Storage and Management](https://education.emc.com/content/_common/docs/exam_descriptions/e10_001_Information_Storage_Management_exam.pdf)“
* ITIL Foundations certificate
* HP Unix MC/Service Guard Certified systems Engineer
* HP-Unix certified system administrator
* MCSE

**Extracurricular activities**

Teaching first and second year Business Administration college students the following modules

* Introduction to economics
* Fundamentals of accounting
* Finance for business managers