**Ruth**

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**HeadExecutive Summary**

# Profile & Objective

A highly experienced programme/project manager, currently with Si Management Consulting in the UAE, after earlier roles with Salience Consulting, BT Global Services, Technology Partners, DevoTeam and o2, and now looking for a new challenge in the Emirates.

Her skills and experience includes programme/project management, budget ownership & control, planning, vendor selection & management, RFI/RFP, release management, process design\engineering, risk assessment, application integration architecture, GAP analysis, business strategy, business analysis, requirements capture and test management.Possesses the proven ability to lead complex multi-disciplinary projects and solve difficult problems; working on both the client and service provider side. Additionally, is a PMP professional and has a Computer Science degree.

# Work Experience

**Si Management Consulting, UAE/UKFebruary 2014 to dateProgramme Manager, Airport ICT & Fibre Projects, Abu Dhabi Airport; January 2015 to date**

* Communicatesstrategic project status to the Project Sponsorship Boards at ADAC as well as planning and executing the project; leading the Project Teams to ensure the successful roll out of an airport-wide fibre and ICT network. Also led various other ADAC projects.
* Issued fibre and ICT RFPs, advised CTO, Director of PMO and Director of Construction on risks and potential improvements, project manages the fibre and ICT contracts and the smarter airport Initiative.

**Senior Consultant, Disaster Recovery Audit, London Stock Exchange; December 2014 to March 2015**

* Led the audit of disaster recovery capability of the London Stock Exchange from a people, process and technology point-of-view. Also reviewed London and offshore data centres. Issued report and findings against ISO 27031.

**Programme Manager – NYUAD ICT Project for Tamkeen; February 2014 to date**

* Communicated the strategic project status to the Project Sponsorship Boards within Tamkeen and New York University Abu Dhabi. Led procurement, installation monitoring, review and sign-off of all stages of the project on time and within budget for the successful roll out of a campus-wide ICT network.
* Managed all ICT and AV contracts, advised Tamkeen on potential risk & strategy improvements, oversaw ITSM and cloud implementation and programme-manageddata centre commissioning and migration.

**Salience Consulting, QatarNovember 2013 to February 2014**

**ePMO Lead – Commercial Stream for Qatar National Broadband Network (QNBN)**

* Reported to the CCO. Communicated the commercial streams strategic project status to the Project Sponsorship Boards within QNBN. Also planned next steps with the Department Heads to ensure the successful roll out of a GPON network across Qatar. Created a Commercial Roadmap 2014/2015 .

**BT Global Services, UAENovember 2011 to December 2012**

**Senior Programme & SME Manager for du**

* Programme Manager for the Information and Security Compliance Project. Ensured communication of the project status to the Project Sponsorship Boards within du and BT Global Services. Also kept the Project Account Team in the UK up-to-date with project deliveries and timelines.
* Was also the BSS/OSS Subject Matter Expert for risk analysis for the end-to-end mobile and fixed system stacks.
* Managed end-to-end project deliverables & timelines, advised BT Account Management on potential cost savings, coordinated various departments/the client/vendors, carried out risk &compliance analysis of the mobile &fixed BSS/OSS system stack and deep dive application analysis and compliance assessment.

**Si Management Consulting, UAE March 2010 to October 2011Programme Manager/Subject Matter Expert**

* Led the Sir BaniYas Island Fixed and Mobile Network rollout project as Programme Manager for TDIC.
* Subject Matter Expert (specialist in airport systems) for Muscat International Airport Expansion and Dubai AirportTerminal 3 Expansion projects.

**BT Telconsult, BahrainAugust 2009 to February 2010**

**Senior BSS/OSS Architect and BSS Program Manager for Viva Bahrain**

* Managed the implementation of an Oracle CRM System (Siebel) and Oracle Billing System (Portal). The development had been awarded to a large multinational outsourcer and was tasked to manage all design, development and testing procedures to ensure the delivery met the needs of the client as well as adherence to the Oracle AIA approach.
* Managed project deliverables by vendors against milestones, createdproject management processes/procedures, ensured adherence to Oracle best practice in Oracle application integration architecture (AIA) stack implementation, validatedhigh-level design against original RFP, subject matter expert for CRM and billing systems and POC for product marketing/networks for technology.

**Technology Partners, UAEJune 2008 to July 2009**

**Professional Services Group Manager GCC**

* Managed the deployment of various BSS projects across the Middle East in Iraq, Yemen and the UAE. Also led a process and quality improvement initiative that led to significant budget savings for the company.Project Manager:Revenue Assurance Project (Thuraya), Billing Project (Sabafon) and a Document Control Project in Iraq.
* Createdproject management processes/procedures, POC for telco-specific CRM in conjunction with Microsoft, LHS and Ericsson, managed project deliveries, implemented quality control on active projects and led the automation of support activities.

**DevoTeam, UAE/KSA October 2007 to May 2008**

**Product Launch and Customer Experience Manager Atheeb’s launch of Yalla**

* Key part of Launch Team; ensured Atheeb’go-to-market portfolio was successfully implemented by the IT and networks vendor in an understandable/useable way for both staff and customers – managed complete timeline for the launch of each product. Coordinated the individual vendors/teams required for a successful initial product offering.
* Created the Customer Experience Strategy and Delivery Project Plan for Go-To-Market Proposition for Consumer and Enterprise. Led high-Level process definition . Selected IT vendors.

**du, UAE October 2006 to September 2007**

**Product Launch Manager**

* Ensured that du'sgo-to-market portfolio for the Fixed Enterprise Customer Segment could be implemented by the IT and networks vendor in a way that was understandable and useable by both staff and customers.
* Managed the complete launch timeline of an inter-carrier product. Liaised internally and with Etisalat and led vendor selection. Also defined required IT and network changes to launch the Enterprise Carrier Select and WiFi products, selected outsourced supplier and worked on mobile number portability enterprise requirements.

**o2, GermanyAugust 1999 to September 2006**

**Programme Delivery Manager&Principle BSS/OSS Architect**

* Managed the Business Analysis, Development and Testing Teams for the CRM Department; the largest IT department at o2 Germany. Assigned tasks, tracked/reported on progress against plan and release delivery status.
* Also led end-to-end architecture and programme management of several large projects within Germany and the group - negotiated with various stakeholders to ensure that the solution provided met the requirements within a fixed timeframe. Ensured the successful deployment of the required architecture within both IT and Networks.

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# Earlier roles; 1996 to 1999 - EDS (BAA Airports, Hong Kong) and Softplus (MobilRomlaunch, Romania)

# Education & Professional Development

* ***BSc. Hons. Computer Science, Strathclyde University; 1995 (represented year at Student Faculty meetings for four years and President of the Computer Society for two years)***
* **Customer Relationship Management:**PeopleSoft\Vantive, Oracle\Siebel. **Billing Systems:** Arbor BP, BSCS, Oracle\Portal. **Middleware/Activation:** Tuxedo, IBM Websphere, Oracle Fusion. **BSS:** Mediation, I-ConX, ERP, Clearing House, PoS.**OSS:**Comptel, Network Inventory Management, Mobile Number Mediation, CS4.

#### [British Computer Society](https://www.linkedin.com/vsearch/p?keywords=British+Computer+Society) (MBCS), Lean Six Sigma Yellow Belt (ICYB), PMP (recertification 2012), TOGAF 8.1.1 Certified (working on TOGAF 9.2 Certification)

* Modeling and Use Cases, Rational Rose, Object Orientated Analysis and Design, UML (all IBM training)
* UNIX System Administration, Database Administration, Oracle

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# Personal & Contact Details

Based Dubai, UAE Nationality Irish

Interests Technical scuba diver