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| E-mail: [ahmed.368844@2freemail.com](mailto:ahmed.368844@2freemail.com) |

Ahmed

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| **Profile & Achievements & Skills** |
| An ICT (Information & Telecommunication) executive, with a solid general management and leadership background gained during 17 years of experience in 3 leading telecommunications companies (Ooredoo - Kuwait, VimpelCom - Algeria and Vodafone Egypt), leading different functions in IT (BSS, ESS and OSS) systems, Data center, infrastructure across all technology, Circuit & Packet core, IMS, IN, IP planning, value added services, and mobile service delivery platforms; RFPs, tendering, and vendor certification.  KEY ACHIEVEMENTS:   * In January 2017 got awarded CIO 100 Award from CNME * In 2016 Lead the ICT integration of the acquired local ISP to start the fixed mobile convergence strategy * In 2016 Converged the Core and IT architecture by introducing NFV & SDN Technology. * In 2016 Lead the Omni channel RFP and vendor selection for starting the digitalization journey for OK. * In 2015 built the working model and process within ICT, technology and commercial teams including the outsourced functions and build the needed governance to ensure the efficiency and smooth execution. * In 2015 – 2016 Achieved 45% improvement in time to market to meet business and commercial requirements through strategic planning & execution. * Prepare and execute the Core, IT & VAS business plan in alignment with financial KPIs * Starting 2014 up till now, Sponsored the IT transformation programs from idea to delivery (CRM & POS systems, Big data & CEM, Centralized Product Catalogue & order Care, Convergent Billing, ERP modernization) and infrastructure related modernization and consolidation (Virtualization of all computing servers and built Ooredoo Private cloud, DB consolidation, storage consolidation and cloud automation) * Consolidated the IT architecture by optimizing 35+ best of breed Technology / solutions, to 4 best of suit technology that enhanced the time to market and minimized the operational problems. * Transformed the IT architecture from a billing centric to a customer centric architecture * In B2B & Enterprise segment Secured new revenue streams (passive and active hosting, cloud services) * Proven ability to bring step-change improvements in Customer delight and NPS, via strategic focus on facilitating needed tools for Customer Value Management (CVM), and Customer Relationship Management (CRM).   SKILLS:   * Executive Leadership, Portfolio management, Product lifecycle management * Vendor management, Managed services & Outsourcing * Strategic planning, Business Planning & Annual operating budget * Managing Multimillion Dollars Projects, Complex Projects Management. * Strong analytical skills and situational analysis, Decision making and problem Solving capabilities. * Strong Leadership, and team management skills. * Communication / Negotiation / Organization / Presentation skills. |
| **Education** |
| **Post Graduate**  MIBA .……….……………………………………………………’2002  [Master International of Business Administration] ESLSCA University, France.  **Education**  B.Sc. in Computer and Systems Engineering..………………………’1998  Grade: Average Very Good and distinction in the project.  University / Faculty: Ain shams University / Faculty of Engineering. |

**Work experience**

Ooredoo Kuwait June 2012 – Ongoing

**Title:** Senior Director Information & Communication Technology

**Main Responsibilities:**

* Develop Ooredoo Kuwait target reference architecture to match the future full convergent environment. Implement new NFV, SDN and SDDC.
* Develop and manage the ICT budget of $ 40to $60M of CAPEX and prepare the three years business plan.
* Build a fully converged ICT architecture using NFV, SDN and cloud automation.
* Develop and oversee the implementation of technology strategy & roadmap, which is aligned with the strategic objectives of Ooredoo Kuwait & Ooredoo Group.
* Provide continual support and oversight to the BUs programs and initiatives and particularly in the areas of Product life cycles and Go to Market. Ensuring project execution in quality to provide superior customer experience.
* Secure a smooth transition of Ooredoo Kuwait current insource mode of operation to the future mode of operation an out sourced model without impacting the go to market and current on going projects.
* Ensure stuff engagement, career path, and development plan. Enhance the communication channel across different ICT teams.
* Oversee the development and implementation of ICT policies & procedures, and ICT Quality Assurance procedures in alignment with group benchmark.

Orascom Telecom Algeria Feb 2009 – May 2012

Title: Director IT Products & Services Planning

**Main Responsibilities:**

* The scope covers the following areas: IT OSS, BSS (Billing, IN, mediation, provisioning, CRM), VAS, and Roaming.
* Develop the business plan and annual operating budget following the corporate KPIs and OTH/Vimpelcom (Holding company) guidelines. Effectively manage a $ 30 M CAPEX budget.
* Lead IT 3G bid team, and project implementation, and Study new technologies and its impact on the current systems.
* Single Point of contact for commercial Department, deliver the marketing roadmap in quality & in time
* Present to marketing different system features that could create a value product to the end user.
* Innovate and develop solutions that contribute to a delightful customer experience and “killer” products and services.
* Create an Enterprise solution team who will focus on providing corporate solutions

Orascom Telecom Algeria July 2006 – Feb 2009

Title: Senior Manager IN & VAS Planning

**Main Responsibilities:**

* Create highly qualified IN & VAS Team.
* Control a Yearly Budget of average $ 20 M
* Manage the Prepaid System Swap for 17M Subscribers.
* Implemented 12 new VAS services that contributed in enhancement of customer ARPU
* Single Point of contact for commercial Department, deliver the marketing roadmap in quality & in time.

Vodafone Egypt: April 2004 – June 2006

Title: IN & Mediation Services Senior Supervisor

**Main Responsibilities:**

* Represent Vodafone Egypt in global evaluation of convergent system & Mediation solutions and align the Mediation and IN roadmap with Vodafone group billing integration function roadmap.
* Study the Cost of Ownership of different VAS nodes versus cost if provided by other suppliers.
* Supervise implementation of Marketing Calendar on a regular basis to ensure meeting deadlines, helping team in removing obstacles and escalating to senior Managers in the appropriate time.
* Ensuring early awareness for MKTG and Business users with benefits they can gain from new upgrades / new trends in The Mobile Industry.
* Supporting Fraud, and Revenue Assurance department to find any revenue leakage or business risk
* Define, propose and implement the budget, with minimum deviation

Vodafone Egypt January 2003 – April 2004

Title: IN & Mediation Services Supervisor

* Established the mediation team, lead the data charging and implemented all business rules for Vodafone live.
* Build the revenue assurance control points on all revenue streams.
* Participating with the finance team in the monthly closing process.

Vodafone Egypt: September 2001 – January 2003

Title: IN Services Team leader

* Lead the IN Team in VF Egypt, Planning, designing and testing the new promotions before go to market.
* Share and Implement best practice using different Operators having same IN system.
* Conduct brainstorming sessions with Marketing to Present the IN system features and capabilities.

Vodafone Egypt: March 2000 – September 2001

Title: IN Services Planning lead Engineer

* Responsible for capacity planning for all charging system NEs, administrate the voucher management system.
* Designing tariffs that depend on location areas, family and friends features.
* Excellent understanding for the functionality of all of the nodes in GSM network (MSC, BSC, HLR, VLR, SSF-SCF, Prepaid and services)

Tritech a Subsidiary of Raya Holding Egypt : October 1999 – March 2000

Title: System Engineer

* Work with supplier experts in commissioning SCADA system, achieved the project “Egyptian Natural Gas Company “GASCO”[13.5 Million $US].”

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| **Languages** | | | | |
|  | **Arabic** | Native |  |  |
|  | **English** | Fluent |  |  |
|  | **French** | Medium |  |  |

**PERSONAL INFORMATION:**

**Name**: Ahmed

**Date of Birth**: June 11 ‘75

**Marital Status**: Married, with 2 kids

**Military Service:** Completed

**Address**: Kuwait

**Note: certificates and official documents are available upon request**