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| GENA  [GENA.336752@2freemail.com](mailto:GENA.336752@2freemail.com) |  |

**Executive Summary**

**Versatile Program and Project Manager with 20+ years of Project Management Experience; Expert in Strategic Project, Program & Portfolio Management and PMO Set-Up in Fast Paced Environments; Specialist of Technology Projects (ERP, CRM, infrastructure, system integration) and Business Transformation Projects; Proficient in Driving Multimillion-Dollar Projects, and Consistently Meet Key Program Milestones & Deliverables.**

Acknowledged for integrity, high professional standards, and “grace under fire”; Customer-service orientation, “big-picture” vision, and sensitivity to the bottom-line combine usefully to deliver projects stamped with a characteristic blend of detail, and cost-effectiveness. Inspired by the power of assembling talented, self-directed teams, and passionately committed to sustaining robust, streamlined systems that respond to business objectives. Perform well under pressure; a productive, positive leader sharing in team successes, with advanced leadership and management skills in culturally and operationally diverse environments. Strong background and applied knowledge in architecting solutions and driving delivery using Open Source, Big Data, SOA, SaaS, as well as various Cloud Computing Technologies and Platforms. Broad experience across diverse areas and industries, including Banking, Manufacturing, Higher Education, Telecom, Transport, Loyalty Programs and Healthcare.

**Selected Core Competencies**

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| • Strategic Planning  • Team Leadership & Collaboration  • Team-Building & Engagement  • Change Management  • Stakeholder Commitment  • Budgeting & Cost Control  • Quality Management | • PMO Setup & Management  • End-to-end Project Management  • Project Portfolio Governance  • Process Improvements  • Strategic Alignment  • Risk Management  • Quality Assurance & Control | • IT Service Management  • IT Planning & Development  • IT Cost Optimization  • IT System Integration & Migration  • Software System Architecture  • Process Re-Engineering  • Real-Time Programming |

#### Technical Skills

⦁ **Project Management Tools:** Microsoft Project, Microsoft Project Server, BrightWork SharePoint, ePMO

⦁ **Presentation Tools**: Visio, PowerPoint, UML

⦁ **Quality Assurance:** ISO 9001:2008, ISO 27001

⦁ **IT Service Management:** ITIL

⦁ **IT Management and Governance:** COBIT

⦁ **Enterprise Systems:** PeopleSoft ERP, SAP ERP, Siebel CRM, and MS CRM.

⦁ **Reporting Tools:** Crystal Reports, MS Excel, Oracle Discoverer

⦁ **Relational Database Management Systems:** Oracle, SQL Server 2000/2007/2010/2014, MS Access, Sybase, MySQL

⦁ **Software Development Frameworks:** Agile, Scrum, Waterfall, Kanban, DevOps, SDLC

⦁ **Server Technologies:** IIS, Microsoft Exchange, Active Directory

⦁ **Network:** LAN, WAN, TCP/IP, FTP, Juniper Firewall, Ankabut

⦁ **Software:** C#.NET & VB.NET, ASP.NET, Java, MS SharePoint, MS BizTalk, and Crystal Reports

⦁ **Web Development**: (HTML, XTML, VRML, JavaScript, PHP, Perl, CSS, XML, RSS)

#### Certification

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| ⦁ **Certified ISO 9001:2008 Lead Auditor (IRCA-UK)**  ⦁ **Certified Project Manager Professional (PMP)**  ⦁ **Professional Scrum Master (PSM)**  ⦁ **MCP, MCSD, MCAD and MCDBA** | Lloyds Registrar Quality Assurance, UK  Project Management Institute (PMI), USA  SCRUM.org, USA  Microsoft, Canada |

#### Education

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| ⦁ **MBA**  Graduated 2012 | University of Liverpool Management School  University of Liverpool (UOL), Liverpool, UK |
| ⦁ **BSc in Computer Science & Information Technology**  Graduated 1995 | Faculty of Mathematics and Computer Science  University of Bucharest, Bucharest, Romania |

#### Professional Experience

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| **FGB (First Gulf Bank) – Abu Dhabi, UAE** | **2015 - Present** |

*One of UAE’s leading banks by total assets and market capitalization*

**Head of Project Management Office (2015-Present)**

⦁ Lead, coordinate, and manage all aspects of processes and functions of PMO including the broad acceptance of consistent project management methodology (PMM) and terminology across the organization;

⦁ Supervise currently the entire Project Management Life Cycle of 36 IT projects worth CAPEX of $500mn

⦁ Support and assist the CIO and the COO in the management and the implementation of technology resources and capital planning, operations and processes that support business and operational needs. Contribute in the resolution of complex IT and Operations issues and participate in the preparation of IT budgets and forecasts

⦁ Participate in the development and review of RFPs and SOWs

⦁ Engage the business in defining business requirements, identifying appropriate solutions and options, building the business case for change and defining, leading project teams and tasks around system implementations, upgrades and business process improvements

⦁ Revamp existing Change Management, Risk Management, Issue and Escalation Management processes

⦁ Lead, mentor and train a team of 15 project managers all PMP or PRINCE2, Agile certified

⦁ Ensure consistent processes and procedures are followed across SDLC compliance, project planning, financial management, communication, issue/risk escalation and status reporting across all these areas

⦁ Support PMO tool enhancements (ePMO, MS Project Server, SharePoint) to automate status reporting, documentation retention and enable more efficient project management

⦁ Responsible for the management of entire FGB IT Projects Portfolio – portfolio selection (including planning of benefits realization), portfolio prioritization and optimization

⦁ Sitting for PMO in various committees to recommend, guide, monitor and approve IT projects and solutions to improve FGB’s business and applications, IT systems and infrastructure (Executive Steering Committee, Change Management Control Committee, Budget Committee, Technology Management Committee) and recently for the development and formulation of key strategic goals and actions that need to be focused on before and after the merger with National Bank of Abu Dhabi (NBAD) (Integration Committee)

⦁ Lead culture switch by advocating best practices and adopting leading practices from the banking sector and other sectors

**Selected Performance highlights:**

⦁ Led the reorganization of the PMO; defined project management processes, including those related to business requirements management, project governance, initiation, planning, execution, issue/risk/change control, and project closure.

⦁ Redesigned and deployed four project frameworks (Waterfall, Agile, DevOps and SDLC) all tailored to bank’s needs; implemented new policies, procedures and governance (more than 150 process assets) and trained the personnel to use them

⦁ Saved 20% on a project portfolio worth $27.4mn through implementation of PM best practices

⦁ Mentored and coached key staff to use PMO assets to improve their project management capabilities

⦁ Led the successful delivery of 4 Infrastructure Projects (upgrades of Oracle and SQL Server databases, IE, and operating systems), 3 Tier 1 (Siebel CRM, MUREX and Digital Initiative) and 2 Tier 2 (FATCA and EFMS)

⦁ Managed difficult cases and instrumental in recovering 2 troubled projects, Siebel CRM and UCM-MDM

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| **Hyperion Systems Engineering – Abu Dhabi, UAE** | **2014 - 2015** |

*Global provider of consulting, advisory services and systems engineering solutions to process manufacturers*

**Head of Project Management Office (2014-2015)**

⦁ Responsible for the delivery of solutions related to IT Services Management (ITSM), IT Management & Governance (ITMG) and IT enabled Organizational Transformation (ITOT) based on ITIL and COBIT best practices. This includes all aspects of ITSM best practices and methods from analysis, through architecture and design, to planning, implementation, and support

⦁ Oversee the full scope of large-scale IT projects for various customers with budgets of up to $200mn and lead multiple development teams of 12+ professionals

⦁ Coordinate the management of multiple related projects directed toward client strategic business and other organizational objectives; Sitting for Hyperion at Borouge IST advisory committee to provide high level advice to key decision makers

**Selected Performance highlights:**

⦁ Managed with outstanding results and complete client satisfaction, the end-to-end implementation of the IT PMO Framework for the Abu Dhabi plastics manufacturer **Borouge**, a joint venture between the Abu Dhabi National Oil Company (ADNOC), and Austria’s Borealis

⦁ Completed successfully Borouge’ ITIL and ITSM process integrations that included full assessments, architecture, design, planning, implementation and roll out

⦁ Delivered phase 1 of Borouge’ SAP project, on schedule and within budget

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| **Abu Dhabi University Knowledge Group (ADUKG) – Abu Dhabi, UAE** | **2009-2014** |

*UAE organization offering a wide range of comprehensive education solutions across the Gulf region*

**Head of IT and Projects (2009-2014)**

⦁ Led all aspects of the organization’s IT infrastructure and support

⦁ Defined the organization’s technology vision and developed and implemented the institution's strategic IT plans

⦁ Defined metrics based on overall business objectives

⦁ Provided continuous support to all business units while developing, implementing and testing business continuity and disaster recovery plans

⦁ Aligned IT risk management with ADUKG-wide risk management

⦁ Aligned the IT team with organization’s performance objectives by developing, implementing and controlling KPIs

⦁ Structured information system policies and procedures; instituted IT training programs; and evaluated emerging technologies, products, and services

⦁ Represented IT on numerous boards, including ADUKG Change Management council and ISO Quality Management.

⦁ Established the Governance Framework and processes with various Systems Integrators

⦁ Managed the development and implementation of the organization-wide PM standards and methodologies, in line with industry wide PM practices

⦁ Managed successfully the planning and rollout of various activities and projects while concurrently reengineering processes and driving improvements for a leaner, more productive and cost-effective operating infrastructure with renewed quality focus; Managed Abu Dhabi University multimillion-dirham ERP project integrating service management into a PeopleSoft solution

⦁ Chaired steering committees, developed business cases, and planned future resource models for phased handover of all systems support and knowledge transfer

⦁ Managed full scope of IT operations and projects, including software development, networking, infrastructure, security, Citrix Desktop, VMware Server Migration, Blackboard LMS, ERP SIS, SharePoint and CRM; Led projects to reengineer existing obsolete application architecture and Web-based applications; Spearheaded organization through several security audits and application vulnerability assessments with 100% compliance; Managed 15 IT specialists as well as 7 project managers and led 20 project members in three operating centers (Abu Dhabi, Al Ain, and Dubai)

**Selected Performance highlights:**

⦁ Reduced customer support costs 25% by reengineering IT operations and Infrastructure to support students, staff and faculty members in three operating centers; Upgraded IT infrastructure, formulating quality assurance standards and procedures like the Infrastructure Performance Management based on ITIL Foundation which improves the likelihood that performance problems will be discovered by management systems rather than end users

⦁ Lowered website development and client engagement expenses 70%, development costs 45%, and maintenance costs 40% by implementing design centric, iterative software, which improved development processes and increased PM effectiveness

⦁ Saved the business around AED300k annually by renegotiating contracts with vendors without any service interruption and by upgrading software systems for better performances and efficiency

⦁ Implemented end-to-end IT service management processes which replaced the ‘technical silos’ and isolated ‘islands of excellence’ that have previously existed within the organization

⦁ Developed over 30 IT policies based on ITIL and ISO 9001:2008 best practices and a 3-year IT operating plan with balanced scorecards associated with goals

⦁ Consistently delivered the best IT infrastructure with an uptime exceeding 99.98% to support mission critical systems by ensuring that all hardware and software are current, reliable and have available capacity to meet the business needs

⦁ Successfully delivered phases 1 and 2 of the group’s ERP project, on schedule and within budget; previous failed attempts placed significant pressure on the organization to deliver on time and to specifications. Defined a clear strategy that led to the successful completion of the project’s first phase, created unique and efficient processes, and pioneered a specific test and live environment—a low cost solution that assured interruption-free testing considered crucial to successful project deployment

⦁ Flawlessly executed multiple business units’ releases of the CRM solution; Coordinated complex implementation, each with separate budgets, resources, and timelines to strict budgets and deadlines

⦁ Designed and developed the Quality Management System (QMS) according to ISO 9001:2008 Standards and business needs which led, for the first time, to ADUKG’ ISO 9001:2008 certification in 2009; Led a team of 15 managers and executives during the ISO accreditation process and supervised ADUKG’s QMS implementation and maintenance, in order to ensure the required standard of educational service is delivered to students and various other stakeholders at all times

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| **TELUS Enterprise Solutions - Toronto, Ontario, Canada** | **2001-2009** |

*Canadian leading Information & Telecommunication Technology Company providing end-to-end e-business and IT solutions*

**Senior Project Manager (2003-2009)**

⦁ Worked as part of the senior management team to guide all technology based decision-making processes at the organization level. This position involved supervisory responsibilities, strategic planning and hands-on technical involvement in the maintenance and operations of the business.

⦁ Managed full scope of large-scale IT projects with budgets of up to $140mn and led multiple development teams of 5-35 professionals.

⦁ Managed strategic sourcing decisions for the transition from in-house to outsourced business, IT and strategic arrangements for large-scale projects while ensuring a smooth transition to the new environment, in line with clients’ needs

⦁ Managed relationships with various stakeholders in multiple regional locations (Toronto, Vancouver, Montreal, Calgary, etc…) including clients, government authorities, area and business unit managers, development teams, SMEs, business analysts, vendors and sub-contractors.

⦁ Managed resources in multiple regional locations (Toronto, Vancouver, Montreal, Calgary, etc…)

⦁ Developed new business by capitalizing on various opportunities

**Selected Performance highlights:**

⦁ Managed successfully, with outstanding results and complete client satisfaction, the end-to-end of a $140mn project for the **Ontario Public Service (OPS) of the Government of Ontario** to provide a network infrastructure; Delivered for this multi-phased project amongst other things, the network migration from Bell Canada to TELUS, a web portal for OPS employees to manage the configuration management database (CMDB) information, the development and integration of various systems and business processes between OPS and TELUS, including trouble tickets, billing, service orders, problem resolutions, Service Level Agreement (SLA) reporting, network reporting and incident change management

⦁ Sold to OPS, $2.2mn worth of additional projects, enabling TELUS’ IT consulting teams to remain billable for an additional eleven months after the completion of the original project

⦁ Managed successfully, with outstanding results and complete client satisfaction, the end-to-end of a $50mn project for **VISA Canada (VC)** to provide a private and **secure SharePoint extranet** that grants VC’ staff and its member financial institutions access to highly confidential information. Beside successful delivery of the overall project, key business outcomes for the client were increased responsiveness to information requests and dramatic reduction of supporting costs previously associated to manual and paper-based processes; Other projects managed successfully to completion, included the rollout of a **secure SharePoint intranet portal** for **Canadian Auto Workers (CAW)** and the delivery of a number of other internal web applications for **TELUS** such as TELUS SAP system, TELUS Mobility Web Coupon and TELUS Mobility Perks Survey

**IT Project Manager and Senior Solution Architect (2001-2003)**

⦁ Managed full scope of small, medium and large-scale projects and led technical teams of 5-15 professionals

⦁ Oversaw architecture of a variety of IT solution projects based on solid expertise in lifecycle management from conception to completion; Technology deployed includes, but not limited to: **SharePoint, Oracle, SQL Server, and .NET**

⦁ Provided architecture expertise to clients on appropriate **SharePoint solutions** that would address their key business needs including document management solutions, business intelligence solutions and e-business framework based web applications

**Selected Performance highlights:**

⦁ Managed successfully, with outstanding results and complete client satisfaction a $30mn IT infrastructure replacement project with an extremely complex deployment plan *(client’s name highly confidential)*

⦁ Architected a $3mn IT infrastructure optimization solution reducing hardware maintenance and support costs by 45 %, bonding leading edge technology for servers, SAN storage and tape library *(client’s name highly confidential)*

⦁ Other projects managed successfully to completion, included the implementation of a web application using **SharePoint**, ASP and MS SQL technologies, running on Windows 2000 servers for **Scholarship Consultants of North America (SCONA),** the deployment of a complex therapeutic web portal for **GlaxoSmithKline (GSK)** and the delivery of other small applications for various clients such as **Canadian Imperial Bank of Canada (CIBC)**, **Vancouver 2010 Winter Olympics (VANOC)**, **Toronto Transit Commission (TTC),** and **Royal Bank of Canada (RBC) Travel Rewards Avion Program**

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| **Daedalian eSolutions - Toronto, Ontario, Canada** | **1998-2001** |

*One of Canada’s most successful technology and e-business firms*

**Senior Solution Architect (1999-2001)**

⦁ Oversaw design, development and implementation of new products and enhancement of existing ones, working closely with a number of software developers, project managers, technical leads and customer application experts to create and upgrade software applications and websites, based on clients’ requirements

⦁ Led and mentored junior software development team by providing consultation on end-to-end design, acquisition, development and implementation of Daedalian data warehouse (DW)

⦁ Created IT architecture and application design specifications for DW centralizing corporate sales data, allowing accurate daily sales forecast to senior executives

**Selected Performance highlights:**

⦁ Products developed successfully include amongst others, a $400k B2B and B2C ticket procurement system for **Home Ticket Network (HTN)**, an internal HR competency application for the **Ontario** **Ministry of Natural Resources (OMNR),** the redesign and development of the application architecture of **Famous Players’** website, a web application for **Charity.ca**, and a number of other applications for various clients such as **Empire Southwest (USA), PepsiCo Canada,** and **City of Toronto**

**Software Consultant (1998-1999)**

⦁ Provided a range of application architecture solutions (AAS) tailored to customers’ projects needs and budgets, offering long-term and high-level design direction, establishing technical guidance and leadership to projects and teams, recommending application integration strategies and guiding software upgrades as well as maintenance activities

⦁ Supported a number of clients’ business strategies while managing a complex, and multiple applications environment

**Selected Performance highlights:**

⦁ Led the development and successful implementation of a Learning Management System (LMS)for the **Canadian Securities Institute (CSI)** and managed post implementation support

⦁ Developed and delivered a number of AAS for various other internal and external clients

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| **Neurosurgical Centre of Bagdasar Arseni Hospital - Bucharest, Romania** | **1992-1998** |

*Romania’s largest hospital of neurosurgery*

**Software Programmer Analyst (1992-1998)**

⦁ Hired to fix, enhance and maintain the Hospital’s standalone wage system that was written in 1991

**Selected Performance highlights:**

⦁ Fixed numerous coding and database issues after reverse engineering existing apps into its main classes and components and rewrote a large part of the system. Designed and implemented a Windows application (in C++ language, with Visual FoxPro as a back-end) and wrote numerous stored procedures and user functions to support the data access layer

#### Selected Professional Development

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| ⦁ **Strategic Planning & Auditing**  ⦁ **Human Capital Management**  ⦁ **Organization Development & Corporate Governance**  ⦁ **Finance for Non-Financial Managers**  ⦁ **Leading Organizations Through Change**  ⦁ **Managing Systems Through Change**  ⦁ **Project Cost Management**  ⦁ **Project Risk Management**  ⦁ **Managing Software Quality**  ⦁ **Software Development Life Cycle (SDLC)**  ⦁ **Business Analysis and Design** | Liverpool, UK  Liverpool, UK  Liverpool, UK  Abu Dhabi, UAE  Abu Dhabi, UAE  Toronto, Canada  Los Angeles, USA  Toronto, Canada  Phoenix, USA  New York, USA  Toronto, Canada |

#### Associations & Affiliations

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| ⦁ **2012**  ⦁ **2007**  ⦁ **2004** | Member of UOL Management School Alumni Association  Government of Canada Security (Level II) Clearance  Professional Member of the PMI |

#### Awards

⦁ First Gulf Bank Award for outstanding projects delivery for Wholesale Banking Group (2016)

⦁ Abu Dhabi University Award for outstanding projects delivery (2011 & 2014)

⦁ ADUKG Award for outstanding projects delivery (2009)

⦁ 12 TELUS Awards for outstanding performance, extraordinary efforts and exceptional results that support TELUS Values (2002, 2003, 2004 & 2005)

⦁ 7 Daedalian eSolutions Awards for outstanding projects delivery (1999, 2000 & 2001)