

MOHAMMED MANSOUR

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CAREER OBJECTIVE

Seasoned industry stalwart with 20+ years of experience in organizational leadership, operations management, project delivery management, ERP implementations and risk management, with a record of successful deployment of enterprise software for clients, measurable business growth and excellent customer satisfaction levels.

An analytical thinker, with sound communication, assessment, management, reporting and leadership abilities, keen to deploy in-depth functional knowledge in process definition, strategy planning and operations delivery, coupled with an extensive technical knowhow of analyzing, coding, networking and databases.



Presently looking for a suitable assignment to utilize acquired skill sets , deliver optimum results and effectively utilize acquired expertise, creative talents and commitment to excellence. Desire a position with career growth potential.

SKILLS

- Improve the operational systems, processes and policies in support of organizations mission specifically, support better management reporting, information flow and management, business process and organizational planning.
- Manage and increase the effectiveness and efficiency of Support Services (Production,HR, Marketing , Sales, and Finance), through improvements to each function as well as coordination and communication between support and business functions.
- Ensuring the business operates within the company's mission statement
- ERP consultant include (Project Planning, Scope of Work Development, ERP Implementation and Support)
- Operations Management, Departmental Leadership, Project Leadership
- Expert on designing ERP solution based on any company needs and through unique methodologies proven to succeed any ERP Project implementation. (SAP example).
- Establishment of IT Department for Major corporate, Complete life cycle knowledge.
- Complete process knowledge for managing applications, operating systems, hardware requirements and operational manpower requirement planning.
- Managing Projects of new Companies from scratch, starting from the structure cabling up to implementing the Smart Building, including smart access control systems.
- Process Execution, Setting Benchmark Standards, SOP Implementation, Process Enhancement
- Strategic Planning, Business Growth, Enterprise Partnerships, Collaborative Networking
- Risk Identification, Risk Mitigation, Crisis Management, Problem Solving
- Meticulous and highly accomplished professional with experience in the Information Technology domain with proven ability to increase market share, outperform competition and increase profits. Strategic planner, skilled at both short and long range goal setting. Easily establish rapport and strong customer relations. Solid understanding of sales techniques, strategies for building a strong client base and systems which facilitates consistent follow up and foster customer satisfaction.
- Feasibility Studies, System Analysis, Application Designing, Module Development
- Client Interaction, Requirement Gathering, Project Delivery, Postemployment Service
- Specialties: Strategic Account Management
 - Sales Engineering
 - Product Management
 - Business Development
 - Vendor Negotiations & Management
 - Organizational Development
 - Customer Relationship Management
 - Team Management
- Project Management, Stakeholder Management, People Management, Training and Development
- Coding Languages and platform like(.NET framework, VB.NET, ASP.NET, HTML,..)

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PROFESSIONAL EXPERIENCE

Operations Manager
Etmam Holding (Dammam, Saudi Arabia)

May 2010 - May 2015

Achievements:

- Lead and manage a mega service team in the effective adoption, and ensure that the service team delivers to performance. expectations.
- Served as a member on the Operations Board and the Management Team.
- Increased the effectiveness/ efficiency of the Support Services division comprising of HR, IT and Finance through process improvement initiatives.
- Developed AQARI ERP, the first specialized real estate ERP in KSA, which had sophisticated modules for property management, offer and demand management, investments, feasibility studies, sales auctions, accounts settlements, human resources, payroll and accounting.
- Forged strategic partnerships with real estate investment majors, as a result of the implementation of AQARI ERP and its productive performance for the company.
- Successfully developed and implemented a system to process data between websites, smartphones, desktop applications, and admin versions, assisting the team to process client offers and demands, carry out negotiations, finalize contracts and collect payments.
- Develop and implement a program of QA to make sure the company's commitment to the procedures and financial ,production department .
- Development and maintenance of all systems, policies and procedures necessary to ensure effective and efficient management of the company.

Key Responsibilities:

- Developed policies and procedures within the company and ensured adherence to them across production, sales, marketing and customer service departments.
- Conducted feasibility studies and analyzed the capability of software products, accordingly planned module designs, carried out the implementation and testing.
- Achieving optimization processes through systems and work flow integration.
- Responsible for all operation aspects and financial & operational reporting system for corporate solutions portfolios.
- Signing of Corporate Solutions contracts under the capacity as group operation manager.
- Reviewing the monthly and annually P&L statements.
- Managing the implementation of new systems and the required enhancements.
- Conducting operational training for all administration staff.
- Liaising with the internal and external audit team on audit fronts
- Coordinating with Claims department on timely resolution of any claim issues which may be related to operation cycle.
- Coordinating with accounting department on timely submission of monthly, quarterly, yearly financial reports and the portfolios positing at the end of each period.
- Coordinating with the IT department on timely resolution of all system related issues, conducting walkthrough on the system specifications and liaising with the development team in facilitating faster completion of the enhancements
- Implementation of Customer Care programs and ensuring maintaining of standards for all deliverables.
- Improving all quality assurance aspects in all operation processes and work flow and assuring the control points are in place.
- Responsible for all required preparation for strategic planning initiatives (Scanning with all required researches / planning phase / implementation & action plans).
- Spearheaded a team of young and dynamic professionals, provided training to transform them into future managers in the company.

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- Strategized multidepartment operations and executed processes in a seamless fashion, thus meeting targets and achieving exponential growth.
- Supervised all aspects of central operations using planning, monitoring and controlling processes, while maintaining compliance with quality standards, norms and practices
- Identified and mitigated risks, generated and submitted management reports (internal & external) for facilitating decision making.

Project Manager
AlAlamiah Electronics

Oct 1995 – Feb 2010

Achievements:

- Successfully delivered multiple projects during the tenure of 15 years with the company, pertaining to the core business of Al Alamiah Electronics.
- Design, Operate and improve company projects system to create and deliver primary products, solutions & services.
- Planning, coordinating and controlling resources needed to produce company products and services.
- Improving business efficiency and productivity of projects.
- Define and implement mid and long range business strategy.
- Operational planning by improving, cost, quality, time & flexibility.
- Establish standards and procedures based upon objectives.
- Allocate resources effectively according to company projects objects and plans.
- Introduced industry best practices in the workplace, activated security policies and control systems to organize projects, eventually increasing the productivity of the company substantially.
- Instrumental in procuring and driving large projects for government and public sector undertakings.
- Pivotal role in Contract Management Software Projects, Office Productivity Tools Projects and Licensed Enterprise Application Implementation Projects for various clients from various sectors.
- Define and communicate vision, creating a dynamic environment.
- Monitor performance and task completion.
- Plan ahead for future requirements.
- Increase company projects revenues & net profits.
- Establish strategic partnership and develop appropriate sales channels.
- Increase company projects product mix and solutions offering.

Key Responsibilities:

- Planned, strategized, scheduled, executed and managed several IT Projects using various project management tools / software, techniques and methodologies.
- Setting budgets and agreeing project time scales and deadlines with clients.
- Integrated newer technologies within the existing digital form of the company, upgraded hardware / software as per need and assisted the project teams to become selfsufficient in terms of technology.
- Involved in planning, modeling, designing, implementation and postimplementation support for IT application development and system integration projects.
- Responsible for identifying, analyzing, measuring and managing project risks .
- Controls and monitors “triple constraints” –project scope, time and cost (quality also) –in managing competing project requirements.
- Collecting metrics data (such as baseline, actual values for costs, schedule, work in progress, and work completed) & reports on project progress and other project specific information to project stakeholders. Conducting regular impact analysis in order to assess the consequences of the project deliverables on other sections of the business.
- Keeping accurate administrative records of expenditure, accounting, costing and billing.
- Producing project definitions to include validated functional requirements, scope, roles, responsibilities, budgets, timescales and resources.

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- Ensuring effective quality control processes are in place to monitor deliverables produced. Collaborated with the senior management team to develop project plans, define scope and optimize resources to support established business goals.
- Develop and deliver progress reports, proposals, requirements documentation, and presentations.
- Proactively manage changes in project scope, identify potential crises, and devise contingency plans.
- Setting up and managing support functions for covering planning, tracking, reporting, quality management and internal communication.
- Producing consolidated reporting to the Project Steering Board, including milestone summary, key issues, risks and benefits.
- Establishing standards, tools and procedures for use on the project, including Issue, Risk, Change and Information Management.
- Managing project deliverables in line with the project plan.
- Review project activities for compliance with procedures and standards.
- Interacted with project team members staff to ensure that all milestones are achieved within the agreed timeframes and communicated the requirements effectively, coordinated with the management and stakeholders to report project progress on a periodic basis.
- Managed cross functional teams which included EGD technical specialists, vendors, nontechnical staff, subordinate managers etc, to deliver project goals with compliance to time, budget and quality parameters
- Maintaining client relationships.

FREELANCE WORK

- Designed and programmed an application called MAL SYS to help manage training centers in July 2015.
- Built a network, installed SQL Server Database and connected it with a local application of client's computers, thus providing better access, record maintenance, storage and backup.
- Prepared special application for registration and management operations of Diploma Project Certificates (DPC)
- Developed a Hospitality Management Application for Homayani Hotel Group in Taif, which included modules for reception desk management, restaurant operations, laundry activities, room service, and report generation.
- Developed an effective and light Shopping and Trading Application for OSAKA.
- Conducted system analysis and designed an application for Rent Car Group Company, with special focus on budgeting module, security features and faster performance.

EDUCATION

Mansoura University, Egypt

Bachelors in Electronics and Communication Engineering (Jan 1991)

CERTIFICATIONS

- Apr 200: MCAD.NET Microsoft, Saudi Arabia
- May 2004: MCSD.NET, Microsoft, Saudi Arabia
- Mar 2005: MCPD.NET, Microsoft, Saudi Arabia
- Oct 2005: MCTS.NET, Microsoft, Saudi Arabia

PERSONAL INFORMATION

- Citizenship: Egyptian
- Date of Birth: 12/11/68

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- Marital Status: Married
- Hobbies and Interests:
- Language: Arabic, English (Read/Write)