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SUMMARY

I have a technical and management skills to manage millions dollars projects in the Emirates and MENA region; dynamic executive management, technology experience building leading companies through start-up and turnaround in the USA and Middle East. Provide sustainable competitive advantage by developing and leading first class teams, processes, products and infrastructure. Spearhead business strategy and technology alignment supporting innovative and value added services and products to achieve organization goals and visions. I have worked for prestigious Governments and International Companies and clients such as:

MUBADALA Development. (MUBADALA)
New York University Abu Dhabi (NYUAD)
Abu Dhabi Future Energy Co. (MASDAR).
Abu Dhabi Ports Co. (ADPC).
Abu Dhabi Municipality (ADM).
Bechtel Corporation (Bechtel International)

Abu Dhabi Media Zone Authority (TwoFour54)
MUBADALA Petroleum Abu Dhabi
Emirates Liquefied Natural Gas (Emirates LNG)
Emirates Nuclear Energy Corporation (ENEC)
The Shelter for Women and Children (EWAA)
Abu Dhabi Food Control Authority (ADFCA)

OBJECTIVE

I have **13 years** experience in developing Information Technology for Industries such as Finance & Banking, Health Care, Communications, Retail, Education, Manufacturing, Electronics & technology, oil & Gas, Aerospace, Media, Constructions and Business Services; Innovative and result driven leader focused on achieving exceptional results in highly competitive and aggressive environments. I am experienced in establishing processes, driving people, and aligning projects and strategies towards results and achievements.

EDUCATIONAL QUALIFICATIONS

Ajman University of Science and Technology, UAE; B.Sc. Computer Engineering; 2002,
Graduation with Honor; GPA: 3.83/4.5

CERTIFICATES AND TRAINING



- Project Management Professional
- BS7799/ ISO20000 Certified Security Lead Auditor
- ISSAF Certified Security Professional – Qualified (ISP – Q)
- Six Sigma – Green Belt
- Data Centre Professional
- Close Security Gaps of Windows Server2003
- Microsoft CRM (Customer Relationship Management)
- Microsoft CMS (Content Management System)
- GAD-QMS (Global Applications Delivery- Quality)
- Front Line Leadership Program
- MAXIMO Marine Maintenance Application
- ICDL
- ITIL Foundation Certified
- Communication and Time Management
- Linux – Red Hat
- Apple – Mac OS 10.6
- Microsoft Share point 2010
- Oracle E-Business Suite Release 11.5
- CCNA - CCNP
- MCSE 2003/2008
- MCSA 2003/2008

PROFESSIONAL EXPERIENCE

(Injazat Data Systems – Abu Dhabi, UAE)

2012-Present

Transformation Manager/ Account Manager

- Manage the development of frameworks that support improved client future-state organizational design and alignment to sustainability and Green concepts.
- Manage the process for preparing job descriptions and profiles that are legally defensible and that may include job responsibilities and tasks, accountabilities, and competency definitions and matrices
- Apply behavioral tools to assess the impact of change on organizations, using assessments of organizational culture, performance, and readiness for change
- Prepare comprehensive change and workforce transition plans and programs, including strategies to support change and transition initiatives and leadership
- Manage identification of required leadership/stakeholder attributes and articulate the importance of leadership in an effective change process
- Manage user adoption/training programs for Enterprise Resource Planning (ERP) implementation and Green Data Center initiatives
- Manage Organization Strategies - assisting senior executives using organization perspectives and methods to execute business strategies, improve operations and performance, and optimize roles and responsibilities.
- Manage Strategic Change - assisting in the implementation of strategy, business initiatives, and organizational and cultural changes for leadership alignment, change leadership, stakeholder and employee engagement, large scale program design, organization performance, and communications.
- Manage Technology Adoption - focusing on the people issues associated with technology implementations, specifically ERP, CIS, CRM, and Industry specific and custom systems such as PV systems, Solar Energy.
- Contribute to the firm's growth and development in a variety of ways, focus on Medical Systems and Apps.
- Manage Business Development Activities: Develop and maintain contact with top decision makers at key clients; organize and lead pursuit teams; participate and lead aspects of the proposal development process; contribute to the development of proposal pricing strategies
- Responsible for Client Management: Manage day to day interactions with executive clients and sponsors
- Manage Service Delivery: Partner with business leaders to align people strategies with business strategies and address the human factors affecting an organization's ability to reach their transformation objectives. Use data and analytics to deliver strategic change, organization strategies and technology adoption solutions that enable the success of the organization's transformation goals
- Manage People and resource Development: Perform role of counselor and coach; provide input and guidance into the staffing process; actively participate in staff recruitment and retention activities; provide leadership and support for delivery teams and staff in local offices.
- Design, Develop and delivery transformation projects and initiatives, including Capability development, Portfolio development, Technical strategy/roadmaps, Operational polices and process Governance, Business process development, Transition management and startups, Development of strong teams with a can do attitude and Service Model development using Information Technology Infrastructure Library.

ITS Operations and PMO Manager, IT Projects

- Align university business goals and objectives, and ensuring the stability, Faultorance, redundancy of the core enterprise infrastructure, supports university business goals, objectives and Information Services strategy.
- Directing and leading the team responsible for the day-to-day maintenance, administration, support of university branches network, VoIP, wireless and server infrastructure
- Effectively communicating with the business in respect of all related information technology matters
- Acting as the point of escalation for production issues and analysis when required
- Employing strict change management protocols in the maintenance of production systems
- Strictly adhering to all IT general controls, supporting compliance reporting and directly participating in a disciplined change management framework as it relates to the administration of NYUAD's computing infrastructure
- Assisting in the preparation of business cases, requirements gathering, project budgets, as required
- Identify, Control and maintain Information technology budget responsibilities and reports
- Creating reporting strategies to monitor and track system availability, responsiveness and reliability
- Development of new IT policies and procedures in conjunction with IT Security Analyst
- Participating in external and internal audits, as required
- Providing support and expertise for software selection and implementation projects
- Translate Business stockholders requirements in the implementation of new solutions
- Recommending optimization strategies for the continuous improvement of infrastructure in the areas of usability, security, reliability, business continuity and responsiveness
- Interfacing with key information technology vendors and service providers as required
- Capacity planning in conjunction with vendors and third-party personnel
- Staying abreast of emerging technologies and obtain the latest technology
- Lead ITS Project Management Office (PMO) and a small team of Business Analysts.
- Implementing and managing NYUAD IT Projects, governance processes and tools to enable alignment of limited IT resources with the strategic objectives of the business through prioritization and planning.
- Translate prioritization and IT investment decisions into a comprehensive IT roadmap and provide consistent updates of project performance to key stakeholders and to university Director and Executives.
- Lead by example and provide operational leadership in Project Management execution and delivery
- Provide standardized project management processes and drive best practice in implementations
- Optimize project performance and drive quality throughout the lifecycle of projects
- Help ensure clear understanding of current business process, pain points and issues; Understand how technology is enabling or hindering the achievement of business goals and objectives
- Oversee business analysis and requirements gathering; Ensure requirements are clear, well understood and documented and that delivered IT solutions address documented requirements.
- Ensure governance and project process is implemented in a phased and appropriate manner that it is accepted by the organization, serving as a basis for continuous improvement
- Ensure an intelligible and easy to execute Project Intake process so it is clear to the organization how to engage IT in a scaled and effective manner
- Provide assistance on technology assessments and identification of technology solutions
- Implement and manage governance processes and tools to enable alignment of limited IT resources with the strategic objectives of the business through prioritization and planning
- In collaboration with IT leadership, translate prioritization and IT investment decisions into a comprehensive and clear IT delivery roadmap; Provide consistent updates of project performance and delivery to key stakeholder groups.
- In collaboration with IT Leadership, coordinate IT resource utilization and allocation planning

Khalifa Ports Industrial Zone – Site IT Projects and Operations Lead

- Leading, managing and delivering Millions Dollars Enterprise IT projects
- Support and delivery of IT Services against contractual service levels.
- Collaborates with the delivery organizations to drive sustainable productivity.
- Improve organizational workforce effectiveness.
- Collaborates across the organization to optimize overall client satisfaction.
- Structuring IT outsourcing support organizations, and enterprise technology and delivery models
- Play role to design, implement Applications Projects such as ERP and Implement solutions engineering
- Managing customer relationships and IT support at the executive level CEO and CIO
- Aligning delivery organizations against customers requests and requirements
- Implements imaging solution and standard images to reduce the software installation time.
- Managing Audio System/Video System in All Conference Rooms.
- Design and Implement wireless Network and access points.
- Implement IT infrastructure Projects and technologies to server up to 500 Users.
- Played a key leadership role on the design, development and implementation of the following Projects:
 - Exchange Server 2003
 - Outlook Web Access
 - Oracle E-Business Suite
 - Firewall SGS5420
 - Email Filter Iron Port
 - Symantec Enterprise Edition
 - Cisco Call Manager 4.0
 - Imaging Frame
 - Active Directory 2003
 - Data Centre Design
 - Server Room Alarm Sys.
 - 5 Site offices Data Centers
 - Citrix Web Application
 - Microsoft Share Point
 - Time Attendance
 - Security CCTV
 - Quick Book 2008
 - Microsoft CRM
 - Document Control System
 - B2B Portal
 - Crypto Encryption System
 - MacAfee Antivirus 8.5
 - Lync Server Project
 - Symantec Backup Exec
 - Smart Meeting Rooms
 - Audio/Visual System
 - Tablets/ PDAs Integration

IT Project Manager (Systems Specialist)

- Estimated, planed, scheduled, monitored, evaluated, documented and directed multiple projects to ensure a complete business solution is implemented in a PMO environment and a mature Project Management methodology using PMI standards & CMMI.
- Managed projects from concept to rollout, including strategy development and Post Implementation Review (PIR)
- Developed business requirements, project objectives and critical success factors
- Provided creative and proactive solutions to project issues
- Effectively managed project scope, cost, time, quality and risks
- Organized and conducted status meetings and provided status reports
- Liaised with Client Operations, Marketing, IT and with external suppliers/vendors.
- Delivered successful, on-time and on-budget the following projects:
 - Exchange Server 2003
 - Outlook Web Access
 - Maximo ERP System
 - Firewall Cisco PIX Series
 - Primary Domain Controller
 - Secondary Domain Contro.
 - Symantec Enterprise 10.0
 - Remote Messaging System
 - Gulf HR System
 - Time Attendance
 - Security CCTV
 - Oracle E-Business Suite
 - Internet DSL Routers
 - Blackberry Server
 - Document Control System
 - Marine Maintenance System
 - Procurement System
 - Cisco VPN

LVS Project Manager

- Manage the Business development and the project management for Abu Dhabi Governments Projects.
- Define and implement the business change strategy, co-ordinate with PMO departments.
- Manage stakeholder's requirements, manage projects, events developments and deliver training.
- Ensure a successful take-up of the new vision projects of implementing E-Government Applications.
- In force system development, interpreting user requirements, managing stakeholders, cost and plan system developments, user acceptance testing and perform Projects deliverable techniques.
- Provide technical input and assistance by reviewing, researching, developing, modifying, and incorporating changes to the Business development and practical exercises, support the latest technical released. Upgrade Projects to the newest and latest release for evaluation and implementation.
- Delivered successful, on-time and on-budget the following projects:
 - Client: UAE University Project: Data Center – Training Lab – Projection System
 - Client: Dubai Municipality Project: Data Center Security Assessment
 - Client: New Dhafra Beach Hotel Project: MITEL PABX – Structured Cabling – Gate Barrier
 - Client: SSB Tower Project: SMATV – CCTV – Structured Cabling – Servant Call System
 - Client: Al-Ain Security Brokerage Project: Abu Dhabi Exchange IPVPN – Dubai Financial Market IPVPN
 - Client: ETISALAT Project: Black Box White Box Penetration Test for Wasel4us
 - Client: ADGAS Project: Closing Security Gaps for Windows Server 2003
 - Client: ADNOC Distribution Project: End Of service HR Application
 - Client: Al-Muraikhi General Cont. Project: ERP – Projects Messaging Systems – Data Center - Exchange
 - Client: Abu Dhabi University Project: Projection System
 - Client: RWTUV Project: Data Centre Design – Faxing System – Exchange Server
 - Client: DUBAL Project: Data Encryption and Biometric Application
 - Client: HSBC Project: R&M Structured Cabling
 - Client: National Corp. Tourism Project: Building Management System
 - Client: Abu Dhabi Municipality Project: Trend Micro Antivirus
 - Client: Abu Dhabi Police Project: Data Centre – Structured Cabling – CCTV
 - Client: Ready Mix Abu Dhabi Project: ERP – Workflow – Maintenance – Vehicle tracking system

ICDL Test Manager/ ICDL Program Manager

- Dealing with all levels of Senior Management in organizations
- Conduct, Create, present ICDL course presentations and practices
- Managing partners all over the GCC region.
- Conduct sales training to partners and shape up their product knowledge to be able to handle sales inquiries.
- Build and maintain a strong relationship with clients, to generate future business.
- Develop and strengthen customer relationships within GCC Marketplace
- Setup Workflows, processes and procedures
- Document managing
- Bug fixing
- System Administrator for Microsoft Products
- Document, Follow-up and implementation of new courses requested by the client.
- Prepare and create training material and schedule for clients and reporter.

SOFTWARE SKILLS

- Excellent in Project management methodologies, planning, scheduling methods, and tools
- Expert in leading Enterprise software solution projects
- Excellent in managing, mentoring, and coaching team members
- Strong documentation and reporting skills
- Excellent interpersonal, collaboration, and problem solving skills
- Strong understanding of Business Analysis practices
- Good knowledge of Six Sigma
- Strong Sales Skills
- Strong ITS Infrastructure & Applications Experience.
- Strong customer focus with the ability to capture demanding business requirements and manage customer expectations.
- Strong sales and business development skills
- Strong client facing and negotiations skills
- Multi-million projects management
- Client / Vendor relationship at the senior management / director level
- Excellent written and communications skills.
- Deals financial engineering and pricing
- Quality standards/processes - Capability Maturity Model (CMM)
- Senior Management Reporting
- Contract negotiation and vendor management
- Urge and motivation to exceed objectives & targets
- PMP, CRM, ITIL Experience & Training
- Budgeting and business planning
- IT strategy and review
- Technology industries knowledge and focus
- Cost reduction and revenue maximization
- End to end technology implementations and experiences
- Complex sales cycles management and closure
- Demonstrable track record in developing and leading teams.
- Strong delivery background.
- Business, product and project management principles using best practices project methodologies.
- Software development methodology and technology infrastructure
- Virtual teams Management.

PERSONAL INFO

- Place of Birth: UAE.
- Nationality: Palestine.
- Sex: Male.
- Marital Status: Married with No Children.
- Visa Status: Transferable resident visa.
- Valid UAE driving license.
- Car Available.

LANGUAGE SKILLS

- Arabic: Fluent (mother tongue language)
- English: Excellent
- French: Good