

Enterprise Systems and Operations Manager

Business Continuity | IT Project Management | Continuous Process Improvement | Team Coordination & Supervision

OVERVIEW

Dynamic thought leader and well-respected Chief Technology Officer with 22 years of productive experience and proven track record of defining, leading, and executing technical strategies in IT project management across industries. Acknowledged as a successful project manager with demonstrated history of driving complex and deadline-intensive operations. Seeks to leverage expertise in IT Program Management, Strategic Planning, Solution Implementation, Product Design & Development, Process Innovation, IT Governance & Data Security, C-Level Position Leadership, and Compliance to drive next level solutions and mission-critical initiatives within an industry leading organization.

SUMMARY

IT Project Management Highly experienced in spearheading overall IT operations transformative efforts related to project management efficiency, effectiveness and optimization by adopting cross-functional technologies and teams to overcome business challenges and ensure waste elimination for business growth.

Resource Coordination Drive insight to enhance execution and innovation, working with key leaders and stakeholders to deliver critical business insight. Consistently ensure qualitative project delivery while providing technical support that accelerates capacity and sustains continuous improvement.

Process Streamlining Possess a proven ability to anticipate unique requirements or potential road-blocks in all situations. Continually develop back-up plans to minimize risk and deliver exceptional results; streamline communication and implementation channels to effectively meet client and organizational needs.

Leadership Have a demonstrated track record of outstanding service; a calm, dependable professional who devotes every effort to achieving the best results. Acknowledged for proven expertise in increasing productivity, efficiency and profit margins through implementation of strategic IT initiatives.

AREA OF EXPERTISE

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|--|---------------------------|----------------------------------|
| • Project Quality Management | • IT Project Management | • Key Relationship Management |
| • Product Design & Development | • Application Development | • Interpersonal Communications |
| • Team Coordination & Supervision | • Solution Implementation | • Cross-functional Collaboration |
| • Strategic Technology Planning | • Strategy Recommendation | • IT Governance & Data Security |
| • Process Automation & Standardization | • Continuous Improvement | • Transformative Leadership |

PROFESSIONAL EXPERIENCE

QISTAS FOR INFORMATION TECHNOLOGY (IT Industry)

2016 to Present

Enterprise Systems and Operations Manager

Amman, Jordan

- Operate as Chief Technology Officer, Chief Security Officer, & Chief Operations Officer to manage operations in all aspects of IT, sales, and marketing settings, while supervising direct report of Agile Coach Team.
- Handle project management tasks for external project of the company while improving existing strategies to shape operations and make a real impact.
- Set up the plans and strategies of used technology in all used applications and develop applications, while structuring the security standards, tools and technologies, and track plans until delivery.
- Spearhead product development process for information technology industry company, submitting executive decisions and recommendations on behalf of the company's technological requirements to achieve stated business objectives.
- Lead projects teams, ensuring plans, goals, objectives, budget, and timeframe are met while ensuring strict compliance to all regulatory standards as well as current technology trends.

Highlights

- ◆ Increase product development through implementation of best practices and strategic team development.
- ◆ Reduce development cycle by reengineering processes, motivating and training employees, upgrading tools and technology, improving project management, and utilizing accountability.
- ◆ Grow number of new products, including personality development unique process that cut costs and provided a clear point of differentiation.
- ◆ Dramatically increase quality, achieving accuracy in delivered services and establishing quality processes at all stages of development.
- ◆ Identify potential security risks and room for improvements by building a comprehensive security program that includes physical safety and cybersecurity policies.

THE GROUP SECURITIES (Information Technology Industry)

2015

Quality Manager

Qatar

- Served as trusted advisor for the chairman of board of directors in all IT related projects.

Highlights

- ◆ Led a team of 4 members and improved the process framework to maintain smooth flow of operations.
- ◆ Created development, quality assurance, and implementation methodologies, processes, and teams to support demanding customer base and highly aggressive business goals.
- ◆ Increased the quality of delivered products significantly, leveraging strategic decision-making relating to new product initiatives.

ADAPTIVE TECHSOFT (ATS - Information Technology Industry)

2009 to 2015

Quality Assurance Manager & Project Manager

Amman, Jordan

- Assigned as the Head of the Software Engineering Process Group (SEPG) in the company – the head of the committee accountable for process improvement in the company.
- Designated as the Project Manager of all the healthcare integration projects using HL7 standards and messages in the company in Jordan.
- Handled Quality Assurance Manager and Head of Software Engineering Process Group (SEPG) settings.
- Assumed accountabilities spanning project management.

Highlights

- ◆ Created best practices-focused team and provided solutions exceeding client expectations on a consistent basis.
- ◆ Established structure and controls for quality management department and guiding company through great reorganization.
- ◆ Co-founded the PMO department that leveraged technology, limiting impact of financial crash on company.
- ◆ Led team of about 15 junior and senior employees in applying leading edge technology to deliver innovative, dynamically interactive solutions, keeping high-quality of deliverables.
- ◆ Expanded anchor account and directed technical teams in delivery of numerous projects and key deliverables.
- ◆ Facilitated policies, processes and procedures of the company that have been highly successful in gaining confidence of prospective deals.
- ◆ Managed all aspects (schedules, risks, stakeholders, and configurations) of CMMI implementation in the company, which led to the company being a CMMI level 3 certified.
- ◆ Supervised entrusted projects from initiation until delivery, creating all types of plans and reports to assure the project deliverables are delivered in the right time at the highest quality.
- ◆ Acted as permanent member of the PMO (only three permanent members in the PMO with 3 circulating members); trained fellow project managers on all adopted project management processes, and supported fellow project managers in helping them creating project plans and achieve their project goals.

OTHER RELEVANT EXPERIENCE

MASTERPIECES FOR SOFTWARE SERVICES	Project Manager	2007 to 2009
ADAPTIVE TECHSOFT (ATS)	System Analyst and Oracle Team Leader (using VB and Oracle)	2014 to 2015
AL-ARABI SOFTWARE SOLUTIONS	Senior Developer \ System Analyst (using VB and Oracle)	2002 to 2004
IDEALSOFT	Developer (using VB and Oracle)	2000 to 2002

EDUCATION**AL-AHLYYA AMMAN UNIVERSITY**

Amman, Jordan

Bachelor's Degree in Computer Science

Conferred 2000

CAREER STATUS

- Managerial Position

REFERENCES

- Available upon request