



Michael Chengwi Neba

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Road No. 2445, Al Fateh Juffair, Bahrain

Hospitality Technology & Business Support Professional

Versatile, results-oriented professional with 15+ years of comprehensive experience supporting hotels and other companies in developing their service quality using agile technology, developing exceptional relationships with clients, peers, owners, and senior leadership to provide sustainable business solutions. High proficiency in project leadership abilities and owned skills with strong expertise in Information Technology Management. Proven problem solving and analytical thinking skills, a fast-learning curve, and ability to adapt to any evolving change. A dedicated professional with the drive and skill-set to excel in a fast-paced technology leadership role enhancing the company's ability to productivity and profitability.

CORE COMPETENCIES

System Analysis ♦ PCI-DSS Audit & Remediation ♦ Information Security ♦ Network Security ♦ System Engineering ♦ IT Project Management ♦ Forecasting & Budgeting ♦ Conversion & Migration ♦ Process Engineering ♦ Balancing ♦ Pre-Opening & New-Build ♦ Time Management ♦ IT Training ♦ Relationship Management ♦ Leadership & Strategic Planning ♦ Contract Negotiation ♦ IT Service Delivery & Support ♦ Communication ♦ Resources Management ♦ Database ♦ Active Directory ♦ IT Audit ♦ CompTIA Security SY0-401 IT ♦ ITIL ♦ Education/Teaching.

EXPERIENCES AND ACHIEVEMENTS

The Westin and Le Meridien City Centre Bahrain.

25.02.2018 – 30.11.2019

Multi-Property Director of IT

- ✱ Led the information technology operations through strategic planning & tasks assignments with consistent execution to obtain 99.7% compliance in information security. Delivered exceptional customer service through receiving & analysis of feedbacks then, converted to action plans and executed them to completion with consistent monitoring and reporting.
- ✱ Led and managed the deployment to completion of four very huge IT projects with an average budget of \$365,520.72 USD per project such as AVAYA IPPBX, Network Infrastructure & HSIA, IPTV & GRE, Migration, and other projects instructed by the corporate office to anticipate/meet customers' expectations and fight against continuous threats.
- ✱ Provided exceptional analysis that helped to evaluate, recommend, certify, and implement systems that resulted in 22.4% increase in HSIA guest satisfaction and global quality of service delivery.
- ✱ Implemented a 10-year IT capital plan through forecasting and budgeting to ensure business continuity and return on investment.
- ✱ Trained, coached and empowered other associates for consistent service delivery, taking of initiative, providing feedbacks, and career development. Conducted hiring of new IT associates and provided performance management possibility to my direct reports and the team hence ensured adequate cluster technology support to both the users and customers.
- ✱ Obtained two success stories in raising one IT Supervisor to Assistant IT Manager and another IT Supervisor to IT Manager role respectively.
- ✱ Developed local policies, standards, and procedures in line with corporate initiatives to guide the users and IT staffs on technology best practices and information security awareness, which increased the users' IT knowledge and rendered them as first level support.

Cameroon College of Arts and Sciences, Kumba - Cameroon.

02.01.2018 – 23.02.2018

Lower Sixth Computer Science Vacation Teacher

- ✱ Designed computer science instructional programs in lower sixth science.
- ✱ Planned, scheduled and implemented the school based computer educational programs.
- ✱ Planned and provide in-house and hands-on trainings to students on computer applications.
- ✱ Ensured students engage in meaningful learning experience then achieve their objectives and goals.
- ✱ Implemented best teaching practices to enhance student-learning processes.
- ✱ Responded to student inquiries and provided meaningful advices.
- ✱ Interacted regularly with students, parents and the surrounding communities.

Sheraton Club Des Pins, Algeria (Starwood Hotels & Resorts).

08.02.2015 – 30.11.2017

Director of IT, Algeria in charge of North West Africa

- ✱ Led the information technology operations in my base hotel and the corporate initiative projects in all the hotels in Algeria such as Network infrastructure upgrades, telecommunication systems deployment, the opening of four points by Sheraton Oran and the new build of Sheraton Annaba, which resulted to 100% technology brand standards and 98% security and compliance.

- ✳ Planned, managed, and leaded the deployment next generation IT solutions, guest facing technology (HSIA) providing enhancements in the system for the operations resulted to 20% increase in guest satisfaction and 100% success story through coaching and career path management.
- ✳ Conducted 15 IT Audits and IT Peer Reviews in all the 5 hotels in Algeria and 3 hotels in Morocco and Tunisia and got an insight analytics then developed strategies and plans based on business focus and remediated all finding leading to IT alignment with business needs that helped the company to streamline business processes, and improve productivity by 7%.
- ✳ Implemented a 6-year IT capital plan through forecasting and budgeting to ensure business continuity and return on investment. In addition, negotiated hardware & software pricing, contracts fees and ensured continuation/enhancements of services that resulted to 30% IT Operation cost reduction.
- ✳ Trained, coached and empowered other associates for consistent service delivery, taking of initiative, providing feedbacks, and career development. Conducted hiring of new IT associates and provided performance management possibility to my direct reports and the team hence ensured adequate country technology support to both the users and customers.
- ✳ Developed local policies, standards, and procedures in line with corporate initiatives to guide the users and IT staffs on technology best practices and information security awareness that resulted to end user empowerment and gain of confidence in using information systems.

**Le Meridien Douala, Cameroon (Starwood Hotels & Resorts).
Area IT Manager, West & Central Africa**

01.01.2012 – 31.01.2015

- ✳ Executed brilliantly in security and compliance obtaining 99% compliance and driven outstanding results in standardization and common platforms in the area that contributed actively and positively to the global objective of harmonization and centralization.
- ✳ Provided clear leadership for high level of technology services through consistent support of the operations that resulted to increase in productivity.
- ✳ Conducted numerous IT Audits and IT Peer Reviews in all the 6 hotels in area and 2 hotels in Nigeria and remediated all finding leading to IT alignment with business needs that helped the company to streamline business processes, and improve PCI Audit Results to 98.5%.
- ✳ Implemented a 5-year IT capital plan through forecasting and budgeting to ensure business continuity and return on investment. In addition, negotiated hardware & software pricing, contracts fees and ensured continuation of services that resulted to 17% IT cost reduction.
- ✳ Managed and leaded the deployment IT projects such as the opening of four points by Sheraton, Lagos, hotel network infrastructure and system upgrades in Le Meridien Mandji and Le Meridien Re-Ndama, Gabon making easier to manage the properties, increased in guest satisfaction at checkout and security.
- ✳ Trained, coached and empowered other associates for consistent service delivery, taking of initiative, providing feedbacks, and career development. Conducted hiring of new IT associates.
- ✳ Developed local policies, standards, and procedures in line with corporate initiatives to guide the users and IT staffs on technology best practices and information security awareness that resulted to end user empowerment and gain of confidence in using information systems.

**Le Meridien Douala, Cameroon.
IT Manager**

05.03.2005 – 31.12.2011

- ✳ Analysed, evaluated, planned, and deployed the Network infrastructure from scratch with hotels management systems to harmonize, centralize and secure the hotel operations.
- ✳ Managed the hotel technology and computer systems including network, HW, and applications.
- ✳ Identified problematic areas implemented strategic solutions within required period and provided 24x7 on call duties. In addition, ensured local vendors support in accordance to agreement.
- ✳ Implemented backup processes ensured business continuity with user trainings.
- ✳ Adapted the global policies and standards to the local requirements.

**Government Technical High School, Kumba - Cameroon.
Private Mathematics and Computer Science Teacher (2nd Cycle)**

01.09.2001 – 28.02.2005

- ✳ Designed teaching, coherent instruction methodology, appropriate teaching plans and schedules.
- ✳ Prepared weekly lesson plans on time, implemented initiatives and teaching methodology.
- ✳ Facilitated classroom procedures and set culture standards for learning.
- ✳ Inculcated discipline in students and enforced classroom disciplines.
- ✳ Monitored students' progress in the subject and overall academic development.
- ✳ Designed computer science instructional programs in the 2nd cycle.
- ✳ Planned, scheduled and implemented the school based computer educational programs.
- ✳ Planned and provide in-house and hands-on trainings to students on computer applications.
- ✳ Interacted regularly with students, parents, other teachers and school authorities.

EDUCATION

Master's Degree in Information Technology Management – AIU University of Honolulu - Hawaii, USA	10/2012 – 03/2014
Bachelor of Science in Mathematics – University of Dschang – West Province, Cameroon	Oct/1997 – 04/2001
DEUG Diplomat in Computer Science – University of Dschang - West Province, Cameroon	Oct/1997 – 06/2000
GCE Advance Level Diplomat in Upper Science 1 – CCAS Kumba, South West Province, Cameroon	09/1994 – 06/1996
GCE Ordinary Level Diplomat in General Science – GHS Ekondo Titi, South West Province, Cameroon	09/1990 – 06/1994

EXECUTIVE AND TECHNICAL TRAININGS

September 2017 – Marriott 2017 IT Learning Summit - Marriott – JW Marriott, Cairo Egypt
Modules: [Leadership](#) | [Global IT Road Ahead](#) | [Starwood Integration](#) | [Global Network Migration](#) | [Security](#)

October 2015 – IT Management Academy V2 - Starwood – Le Meridien Etoile, Paris France
Modules: [Leadership](#) | [Capital Planning](#) | [Imaging & Virtualization](#) | [User Accesses](#) | [Network](#) | [Security](#) | [Reporting](#)

November 2015 – Leadership Training (Leading Starwood) - Starwood – Abu Dhabi, UAE
Modules: [The Role of a Leader](#) | [The Leader in Me](#) | [The Leader in Others](#) | [Putting it all Together](#) | [Key Learnings & Action Plan](#)

April 2013 – Certified Hospitality IT Academy Trainer - Starwood – London, UK
Modules: [IT Policies, Standards & Procedures](#) | [Windows, Application, & Network Security](#) | [Database](#) | [IT Compliance Reporting](#)

June 2011 – Certified 6Sigma Green Belt in Operational Innovation & Project Management - Starwood – Cairo, Egypt
Modules: [Define & Measure](#) | [Analyze](#) | [Improve & Control](#)

September 2010 – Certificate in Leading through Creativity – eCornell University – New York, USA
Modules: [Creativity Schedule LSM507](#) | [Creativity Toolkit](#) | [Developing your Organization's Ability to innovate](#)

February 2010 – CHTP, Certified Hospitality Technology Professional - HFTP – Amsterdam, Holland
Modules: [Hospitality Applications](#) | [Technology Management](#) | [Core Technology](#)

August 2009 – Certificate in e-Commerce Management - Starwood – Online training
Modules: [Infrastructure](#) | [E-Marketing](#) | [Impact on pricing](#) | [E-CRM](#) | [Hospitality best practice](#) | [Web site performance measurement](#)

February 2008 – Seminar Training Customer Satisfaction Index – Starwood – Casablanca, Morocco

April 2007 – Seminar Training in SOX/PCI Compliance – Starwood – Alexandria, Egypt

June 2006 – Seminar Training in Centralized Active Directory Implementation & Management – Starwood – Casablanca, Morocco

February 2006 – Seminar Training in Debian Linux System Administration – MF – Paris, France

May 2005 – Certificate in Novell Netware & Fidelio 6 – HIC Technology – Douala, Cameroon

June 2003 – MCSE, Microsoft Certified System Engineer – Microsoft Training Partner – Abidjan, Ivory Coast

TASK FORCES

March 2017 | Information Technology Projects and Audit; [Sheraton Tunis](#) | Tunis | Tunisia
Mission: Conduct complete IT Audit and train the Directors of IT for self-auditing.

July - December 2016 | New Hotel Build for Opening; [Sheraton Annaba Hotel](#) | Annaba | Algeria
Mission: Work as the Director of IT for almost 6 months until the opening. Hire and Train the hotel IT Manager.

October - December 2015 | New Hotel Build for Opening; [Four Points By Sheraton Oran](#) | Oran | Algeria
Mission: Work as the Director of IT from 3 months to opening until the opening. Hire and Train the hotel IT Manager.

October 2015 | Information Technology Security and Audit; [Sheraton Oran & Le Meridien Oran](#) | Oran | Algeria
Mission: Conduct complete IT Audit and train the Directors of IT for self-auditing.

September 2012 | Information Technology Projects and Audit; [Sheraton Gambia](#) | Banjul | Gambia
Mission: Conduct complete IT Audit and train the Director of IT for self-auditing.

October 2011 | Information Technology Projects and Audit; [Le Meridien President](#) | Dakar | Senegal
Mission: Conduct complete IT Audit and train the Director of IT for self-auditing.

August - November 2010 | New Hotel Build for Opening; [Four Points by Sheraton](#) | Lekki, Lagos | Nigeria
Mission: Work as the Director of IT for 3 months or more, until the opening. Hire and Train the hotel IT Manager.

April 2010 | Information Technology Projects and Audit; [Sheraton Lagos](#) | Ikeja, Lagos | Nigeria
Mission: Conduct complete IT Audit and train the Director of IT for self-auditing.

June - August 2009 | Information Technology Projects and Audit; [Le Meridien Mandji](#) | Mandji | Gabon

All data and information here provided will be treated confidentially for the purpose requested in accordance with the practices dictated by the applicable law on privacy

Mission: Implement Starwood Security Standards on the Network, Systems, Databases, and Applications. Also conduct a complete IT security Audit in the two hotels. Hire two good IT managers for the two hotels.

June - August 2009 | Information Technology Projects and Audit; [Le Meridien Ré-Ndama](#) | Libreville | Gabon

COMMUNITARY ACTIVITIES

Co-Founder of RESCAMALG – Algiers, Algeria; Secretary General of ADBH – Douala, Cameroon; President of ASIFAYO and Member of C.M.F. PCC. – Douala, Cameroon; Former Member of the Red Cross; Member of the Fire Fighting Committee in Le MERIDIEN DOUALA

LANGUAGES

- * English: Fluent (written and spoken)
- * French: Fluent (written and spoken)
- * Others: Very adaptive professionally in any geographical region being hired.

HOBBY

- * Sport practice: Football, Volleyball, Athletics, Gym, Fitness, and Swimming
- * Distraction and Concentrations: News, Cinema, Music, Writing, Reading, Research, My Kids and Trips



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