Hasan Nasr
IPMO-P©,CIPM©, CDCP©, CDCS©, VCP©, VSP©
Project Management/Controls Office (PMO/PCO) – Relative Experience

A Computer & Information Science graduate from USA, with many years of experience in Project Management in the IT & Telecom sectors, and in leadership roles throughout my professional career, I would like to take this opportunity to focus on my relevant skills and experience in the area of Project Management/Controls Office (PMO/PCO):

PROJECT MANAGEMENT OFFICE (PMO) & CONTROLS EXPERIENCE:

- Certified IPMO Practitioner (IPMO-P);
- Established and Managed Several PMO departments for IT, Telecom, and Telecom Contracting Organizations that fall under the **Controlling** and **Directive** PMO Types;
- Established PMO, Governance, Reporting, and Control for a major Saudi telecom operator for a projects (Telco & IT) portfolio in excess of $ 1.2B; A telecom contracting of a portfolio of $700M; and a telecom solutions company;
- Established, Maintained and Audited PMO Methodology, Processes, Procedures, Policies, Forms, and Standard Documents & Plan Templates for Projects, and Packaged for PMs as part of the Orientation Process;
- Maintained Communications with Top Management for Projects' Portfolio Status, Issues, Risks, and Critical Decision-Support Information;
- Established project management/ERP systems (HP-PPM, MS-EPM, Sharepoint, JIRA, EPICOR, MS-AX) and projects dashboards to monitor plans, baselines, issue & risk management, resources, budgets, revenue & cost plans, earned value management (EVM), PM phases, PM processes and workflows, and generate customer and internal management reports and dashboards.
- Provide Assistance to Project/Program Managers in Scope Definition, Planning, Scheduling, Budgeting, WBS, Resource Management, Risk, and Operational Activities to promote PMO methodologies and processes.

- **Projects' Controls:** Created & Managed Full Projects Controls functions to handle Projects Portfolio Valued in Excess of $ 1.2B to Manage all Operational Activities: Master Scheduling, Master Planning, Risks, Resources, Scope Control, Budgets & Costing, Financials, Financial Accruals Reporting, Sub-Contracting, Field Inspection & Reporting, Quality Control, Material Planning, Quantity Surveying, Subcon Progress & Payments, Customer Invoicing, Customer/Subcon Contracts Management, Projects Monitoring, Status Reporting and Alerting;
- Created Comprehensive Projects Databases to Track, Monitor, and Report All Projects' Information of Scope, Schedules, Progress, Materials, Resources, Budget Control, Issues, Risks, Cost/Revenue, Change management, KPIs, and Quality using Sharepoint and Excel;

- Managed government agencies civil permits from issuance to clearance.
- Quality Control: Created & Managed Quality Assurance & Control Processes, Metrics, Forms, Field Inspections, and Databases to Monitor, Control, and Report on Quality Issues & KPIs.

PROJECT/PROGRAM MANAGEMENT EXPERIENCE:

As a Project/program manager, I have the following experience:

- Certified International Project Manager (CIPM);
- Managed Mid-Mega Size Projects ($2M-$180M).
- Managed Projects/Programs in: Telecom Contracting (Civil/Electrical of: OSP, FTTx, Towers), Telecom Solutions, IT (Network Infrastructure, Data Center Facilities, Security, Enterprise Management, GCC-Wide Multimedia Secure Network, Service Desk), IT Business Systems (ERP, HR, Hospital Management Systems, Saudi Government Financials, Manufacturing, Retail & Distribution Systems, Saudi-Wide Turnkey Secure Logistics of H/W, LAN, WAN, and Logistics Management Apps, Document Communications Apps, and others).
- Excellent Planning Skills for Small to Mega Projects/Programs Scopes (Deliverables, Milestones, WBS, CBS, Activities, Resources, Material, Sub-contractors, Issues/Risks, Quality, Costing, Budgeting, and Master Integration).
- Program/Portfolio integration monitoring and control of schedules, dependencies, activities, resources.
- Program Coordination with project managers, customer/customer consultants, contractors/suppliers, and project teams.
- Created tracking databases to track: deliverables, performance, costing, budgeting, invoicing, contractors' scope and delivery, issues, risks, EVM, and scorecards.
- Management programs/projects weekly/monthly reporting for internal and customer managements on performance and financials.
- Extensive Organizational & Process Management Experience.
- Managed Projects/Programs for local and geographically dispersed locations country and/or regional wide.
- Created projects delivery processes/KPIs to be used in large programs by PMs, resources, and contractors to increase delivery efficiency and performance reporting accuracy.
- Team Leadership, mentoring & Skills Development of Local, Virtual, and Multi-Cultured Professionals.
- Established Program/Project sites and document repository to enable on-line web access to portfolio/program/project performance reporting.
- PMI Project Management Standards & Processes Implementation.

OTHER RELATIVE SKILLS EXPERIENCE:

- Strong Business Management and Processes Analytical, Engineering and Digitization Skills in: Financials, Operations, Projects, Logistics, HR, Admin, and IT;
- Excellent Organizational Structuring Skills and Definition of Roles & Responsibilities;

- Strong Business Automation & Optimization Skills;
- Vendor, Internal, and External Customer Relationship Management;
- Process Optimization to Maximize ROI and Minimize CAPEX and OPEX;
- Resident of Saudi Arabia since birth, hence knowledge of Saudi culture, business, and regulations.

RESUME'

H A S A N A. N A S R

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AREAS OF INTEREST

An IT & Telecom Professional leader with many years of diversified experience in technology, telecom and management that nourished many achievements and success stories is seeking a leadership position with a dynamic organization for a role in:

- ◆ *Program/Project/Delivery Management*
- ◆ *Projects Control Management*
- ◆ *PMO Management*

- ◆ *IT Management*
- ◆ *Solutions & Services*
- ◆ *Data Center Operations*

PERSONAL

- ◆ **NATIONALITY**: Palestinian.

- ◆ **RESIDENCY (IQAMA)**: **Saudi & Bahrain** – Valid & Transferable.

- ◆ **RESIDENCE**: Riyadh, Saudi Arabia & Bahrain Since Birth.
  Birmingham, Alabama, USA for about 7 years.

- ◆ **LANGUAGES**: Native Arabic. Fluent in English.

EDUCATION

- ◆ **B.SC. COMPUTER & INFORMATION SCIENCE**, University of Alabama At Birmingham, Birmingham, Alabama, USA. 8/1987.

- ◆ **DIPLOMA IN COMPUTER PROGRAMMING**, American Institute of Computer Programming, Birmingham, Alabama, USA. 12/1983.
- ◆ **All pre-college in Saudi Arabia.**

- ◆ **Many Training Courses & Certifications (see below)**.

PROFESSIONAL SKILL-SET & EXPERIENCE

- ◆ **EXTENSIVE, DIVERSIFIED INFORMATION AND COMMUNICATIONS TECHNOLOGY EXPERIENCE**

- ◆ **LEADERSHIP & MANAGEMENT SKILLS**

✓ Leadership Personality	✓ A Mentor, Motivator & Innovator
✓ Long Management Experience	✓ Results Achiever
✓ Different Capacities & Environments	✓ Management Reporting
✓ Excellent Leadership Skills	✓ Team/Career Development
✓ Friendly, yet Strong & Firm	✓ Department Budgeting
✓ Managed Local & Virtual Teams	✓ Policies, Processes & Procedures
✓ Honest, Dedicated & Hard Working	✓ Team Work
✓ Managed: Presales Departments, Projects, Application Development/Deployment Departments, Technical Departments, IT Departments, Support Services, Service Account Manager.	

- ◆ **PROJECT/PROGRAM/PMO/PCO MANAGEMENT**

✓ Implemented PMI Project Management Methodologies	✓ Setup PMO: Structure, Template Plans/Forms, Processes, Software Systems, Management Reporting.
✓ Carried out initiation, planning, execution, and closure phases of projects	✓ Setup Project Control Office (PCO): Planning, Scheduling, Contracting, Subcontract Management, Change, Billing, Performance Monitoring & Reporting, Quality Management.
✓ Managed Local/Virtual Team Resources	
✓ Created Precise Scopes of Work	
✓ Carried out Project Reporting & Client Meetings	✓ Managed Med-Mega Programs.
✓ Executed and/or Planned Projects in Areas of: Telecom Contracting (OSP, GSM, OPT, FTTH), IT Enterprise Management, Service/Help Desk, IT Security, GCC Multimedia Secure Network, Hospital Management Systems, Financial Systems, ERP, HR, Turnkey Country-wide Secure Logistics (HW, WAN, LAN, Business Apps) Greenfield Large-scale ISP, International Telecom PoPs.	

- ◆ **PRESALES CONSULTING & MANAGEMENT**

✓ Excellent Presentation Skills	✓ Acquire Customer Satisfaction
✓ Business Solutions Designer	✓ Support Sales in Expanding & Closing Deals
✓ Prepare Complete Proposals	✓ Initiate & Participate in Proof of Concepts & Trials
✓ Present IT HW/SW as a Business-Aware Solution	✓ Managed Bid Proposal Team as a TBM
✓ Supervise Solution Implementation	✓ Managed Resources & Career Development Plans
✓ Excellent Ability to Learn New Technologies in Short Time	✓ Minimize Time-To-Market
	✓ Adaptable & Flexible
✓ Executed presales in areas of: IT Infrastructure Management, Storage Solutions, Datacenter Virtualization & Consolidation, Data Networks, Servers, Systems Integration, Service Desk, ERP Systems, Financial Systems, Telecom Solutions (Wireless/Wireline, OSS/BSS, Data Networks, VAS, IPTV, NG-IN, NMS, and EMS).	

- ◆ **TELECOM/DATA NETWORKS & SOLUTIONS**

✓ Microwave PTP & PTMP for Backhauling & Access Applications	✓ Infrastructure Technologies used for FTTC/B/H
✓ Business Benefits of PTP & PTMP Technologies	✓ Broadband 3Play Solutions
✓ Data Networks Solutions: ISPs, Secure Government Networks, LAN/WAN, VPN, Copper/Fiber/Wireless, NMS	✓ IPTV Solutions (Headend, Content/ Subscriber/ Security Management System, Distribution Network, Set-Top Box)
	✓ OSS/BSS Solutions
✓ Telecom Facilities Infrastructure Power, AC/DC, HVAC, UPS, Rectifiers, Fire Fighting, Security, Management Systems.	✓ VAS/NG-IN Solutions for Mobile & Fixed Operators
	✓ NGN MSAN DSLAM Solutions

✓ Managed: Presales Departments, Projects, Application Development/Deployment Departments, Technical Departments, IT Departments, Support Services, Service Account Manager.

♦ **BUSINESS SYSTEMS & PROCESS CONSULTING**

✓ Excellent Knowledge in Business Processes in: Finance, Projects, Operations, Logistics, HR, Admin. ✓ ERP I/II Systems ✓ Private Sector Financial (Saudi Arabia Accounting) Systems ✓ Saudi Government Financial Systems ✓ Manufacturing & Logistics Systems ✓ Hospital Management Systems	✓ Stock Brokerage Systems (Saudi Tadawul) ✓ Business Process Consulting for: Financials, Logistics Handling, Manufacturing, Warehousing, Stock Movement, ✓ Process Design for Help/Service-Desk Environments ✓ Help/Service-desk Systems ✓ Workflow Systems

♦ **IT TECHNOLOGIES & SOLUTIONS KNOWLEDGE**

✓ Infrastructure Management Systems ✓ Datacenter Virtualization & Consolidation (VMware) ✓ Business Continuity & Disaster Recovery ✓ IT Infrastructure (Servers, LAN/WAN, Storage) ✓ Infrastructure Security (Firewalls, IDS/IPS, Resources, Active Directory, Single Sign On, One-Time Password Tokens) ✓ Enterprise Automation Tools & Systems ✓ Application Development & Databases ✓ SLA Monitoring & Management Systems	✓ Information Lifecycle Management (EMC Solutions) ✓ Service/Help Desk Systems & Processes ✓ Web Technologies (Servers, Content Load Balancers, Portals, Access Security, eBusines) ✓ Service Assurance & Fulfillment ✓ Single Sign On ✓ Infrastructure Event Correlation & Consolidation ✓ Storage Solutions (SAN, NAS, DASD, DL, Backup/Recovery/Archiving)

♦ **INDUSTRY VERTICAL SOLUTIONS KNOWLEDGE**

✓ Business Continuity – Recovering People, Processes & Systems ✓ Datacenter Hosting & Co-Location – Systems, Applications, Databases, Comm Links	✓ Datacenter Design (T3/T4), Audit & Certification ✓ Smart Cities – FTTx, Physical/Logical Security, Support Systems, Wireless Access, NOC, BMS, Environment Control

CERTIFICATIONS, TRAINING & KNOWLEDGE

- CERTIFIED IPMO PRACTITIONER (**IPMO-P**©)
- CERTIFIED INTERNATIONAL PROJECT MANAGER (**CIPM**©)
- CERTIFIED DATA CENTER SPECIALIST (**CDCS**©)
- CERTIFIED DATA CENTER PROFESSIONAL (**CDCP**©)
- VMWARE **VCP**© - VIRTUAL INFRASTRUCTURE WITH ESX SERVER & VIRTUALCENTER.
- VMWARE **VSP**© – VMWARE SALES PROFESSIONAL – BUSINESS CONTINUITY SOLUTIONS.
- CERTIFIED PROFESSIONAL IN **NEGOTIATION SKILLS**
- CERTIFIED PROFESSIONAL IN **ERP**
- CERTIFIED PROFESSIONAL IN **NEGOTIATION SKILLS**
- LEAN SIX SIGMA – YELLOW BELT
- **FINANCE** FOR NON-FINANCIAL PROFESSIONALS
- FUNDAMENTALS OF **SUCCESSFUL SELLING**
- **BUSINESS CONTINUITY** MANAGEMENT – PLANNING, CRISIS, DIS.REC, COMMAND CENTER.
- EMC^2 **STORAGE SOLUTIONS** (CLARIION CX3, CDL, CENTERA, CELERA, ADIC,…).
- INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY (**ITIL**) FOUNDATION.
- NOVELL **CNA**© – CERTIFIED NETWARE ADMINISTRATOR.
- CA-INGRES USER INTERFACE & **CA-INGRES/SQL**.
- CA MK MANUFACTURING & MK ENTERPRISE **ERP**.
- CA UNICENTER **NETWORK & SYSTEMS MANAGEMENT**.
- CA **SERVICE DESK** PLUS: ADMIN, IMPLEMENTATION & CUSTOMIZATION.
- CA **ASSET MANAGEMENT, SOFTWARE DELIVERY & REMOTE CONTROL**.

EMPLOYMENT HISTORY

- **COMPANY**: **KELLOGG, BROWN & ROOT (KBR) –** Riyadh, Saudi Arabia.
  Position: PMO Manager
  DATES: 11/2019 – Present.
  DUTIES: • Manage KBR Mega Project PMO department with UK MoD/Saudi MNG • Responsible for Project Controls, Reporting & Information Management, Management Information Systems (MIS), and IT Support Operations sections • Created sectional Management Plans, Processes, Procedures • Manage project's Risks and Issues • Manage document control, SharePoint Repositories & Office-365 environment • Manage Cost/Budget control & reporting for management & client • Manage support for Remedy Service Management, Reporting, and Dashboards • Participate in Business Development activities.

- **COMPANY**: **SAUDI TELECOM COMPANY (STC) –** Riyadh, Saudi Arabia.
  Position: Projects Governance & Controls/PMO Manager, Enterprise Business Unit (EBU)
  DATES: 09/2015 – 10/2019.
  DUTIES: • Establish/Managed PMO for STC Enterprise Business Sector (EBU) • Oversee a projects portfolio of over SAR 4B • Established Governance & Reporting Control for STC EBU Business Operations • Create Inter-departmental and STC Group' Inter-company Processes, Templates, Forms, Project Management templates • Established Process Automation • Digitized management processes and tools using (HP-PPM, MS-EPM, Sharepoint, JIRA) for EBU projects and controls for planning, progress tracking, performance monitoring, management performance, financial (revenue/cost) reporting, executive dashboards, projects scorecards, issues, risks, resources, budgeting, benefits, project doc libraries, process approval workflow, and business intelligence reporting • Conduct meetings with PMs to evaluate project performance (progress, issues, risks, variance) and provide support • Managed Contractors' Contracts, Budgets, Purchase Orders, Work Orders, Invoicing, and completion reports.

- ♦ **COMPANY**: **SAUDI TELECOM COMPANY (STC) –** Riyadh, Saudi Arabia.
  POSITION: **Program PMO Manager – ITCC/KAFD Mega Program**
  DATES: 07/2014 – 09/2015.
  DUTIES: Manage Program Controls for a mega Saudi Telecom Company (STC) Design/Build/Operate Smart City 3Play ICT services program for "IT & Comm Complex (ITCC)" & "King Abdullah Financial District (KAFD)" in Riyadh, Saudi Arabia. Delivering ICT services to 153 buildings & towers and an estimated 50,000 subscribers in both Smart Cities that includes: Voice, Hosted PBX, Data, Internet, IPTV, OSS/BSS, MPLS, and WiFi. My role spanned projects delivery and operations functions. Established/managed: Processes, Projects Tracking Databases, Planning, Monitoring, Issues, Financials, Change Orders, Work Orders, BOM/BOQ, Document Control, Internal/External Performance Reporting, KPIs, PMO/Operations Org Structure, Roles & Responsibilities, Operational Processes, and Interactions with Customer Consultants and Facility Management Contractor.

- ♦ **COMPANY**: **ALMOZOON TELECOM (AMT) –** Riyadh, Saudi Arabia.
  POSITIONS: **Deputy Program Director - OSP**
  Director – Program/Project Management Office (PMO)
  Manager – Operations – Projects Control & Support
  Manager – Information Technology
  DATES: 06/2010 – 04/2014.
  DUTIES: **ROLE 1: Deputy Program Director:** For a $180M Mega OSP project for STC KSA-wide. Handled: Planning, Scheduling, Monitoring & Control, Processes, Issues, Risks, Quality, Financials, and Internal/External Reporting.
  ROLE 2: PMO Director: Established/Managed PMO for company-wide projects & programs. Established & audited: Processes, plans templates, forms, tracking databases, and portfolio management reporting.
  ROLE 3: Projects Control Manager: Established/Managed Projects Control Department under Operations. Responsible for a projects portfolio valued at $270M. In addition to PMO functions above, I established field operations' processes, projects databases, quality control processes & forms, Subcon contracting & tracking, Schedules tracking, alerting metrics, financial reporting, cost control, scope control, material management, contracts management, and projects planning and execution.
  ROLE 4: IT Manager: Managed & enhanced company IT infrastructure, security, and processes. Owner & PM of ERP system deployment.

- ♦ **COMPANY**: **ATHEEB/BATELCO TELECOM CONSORTIUM (GO) –** Riyadh, Saudi Arabia.
  POSITIONS: **Program Manager - Data Centers**
  Manager – Network Facilities (Data Centers & POPs).
  DATES: 05/2009 – 05/2010 **{Due to Layoffs}**.
  DUTIES: Reporting to the Planning & Design department under the Technology & Operations Division (Network), I managed the following roles:
  ROLE 1: PROGRAM MANAGER – DATA CENTERS: PM for building and Finalization of Atheeb's Data Centers which included planning, execution, Tier-3+ & Tier-2 design verifications, testing, and closure of build phases.
  ROLE 2: NETWORK FACILITIES MANAGER: Operations Management of Atheeb's Network Facilities (Data Centers & POPs) Infrastructure covering Saudi Arabia in terms of: Monitoring Alerts, Power (AC/DC) Provisioning, Data Cable (Copper/Fiber) Provisioning, Space Allocation, Security Access, New Equipment Installation, Preventive Maintenance. Maintain a 1,600M^2, Tier-3+ & Tier-2 Datacenters & PoPs' Infrastructure components: Power Transformers, DC Rectifiers, UPS, Emergency Generators, HVAC A/C, Fire Detection & Suppression (FM-200), Leak Detection, Camera Surveillance and DVR, Proximity Access Control Security, Environmental Monitoring (temp, humidity, DC & AC Power Systems and Batteries, Integration with NOC NMS systems), Building Management Systems. Established operational process and management reporting. Prepared commercial datacenter services (Co-location, Hosting, Managed Hosting).

- ♦ **COMPANY**: **INTRACOM TELECOM SOLUTIONS KSA –** Riyadh, Saudi Arabia.
  POSITIONS: **GM, Systems & Solutions (Presales) Division.**
  Manager, PMO
  DATES: 04/2008 – 03/2009.
  DUTIES: (*As part of company's severe downsizing & layoffs, I was disengaged with them*).
  ROLE 1: GM Systems & Solutions: Manage SSD to provide presales support to the sales organization. Respond to RFP/I/Q. Prepare/conduct/ supervise presentations/demos/PoCs. Maintain vendor relations & certifications (cisco, sun, Symantec, etc). Established processes for RFP, costing, engagement, and

proposal preparation. Provided solutions for: Wireless Solutions (MW P2P, P2MP, WiMAX), Data Networks & Wireline Solutions (NGN, MSAN, DSLAM), Telco Software (O/BSS, NMS, IN, 2G/3G-VAS, IPTV, Provisioning), and Enterprise Solutions.
ROLE 2: PMO Manager: Established company PMO. Created Processes, Templates, Plans, Tracking Systems, Project Library, and Management Reporting**.**

♦ **COMPANY**: **EXPERTS CITY TECHNOLOGIES** - Riyadh, Saudi Arabia.
POSITION: **Infrastructure Solutions Manager**.
DATES: 10/2006 – 02/2008.
DUTIES: (*Due to company financial difficulties, I disengaged with company*)
Provide infrastructure solutions for Business Continuity, Disaster Recovery, Tier 3 & 4 Data Center design, Server Consolidation (VMware) & Containment. Prepare presentations, proposals, POCs, and solutions architecture. Manage customers, vendors, and partners relations. Conducted presales activities for Orion eBrokerage Trading System. Speaker at the Business Continuity Institute's 2nd ME Conference in Riyadh, Saudi Arabia, and at the Bahrain Banking Society's conference on Business Continuity Practices.

♦ **COMPANY**: **AL-MISHARI HOSPITAL** – Riyadh, Saudi Arabia.
POSITIONS: **Project Manager / IT Manager / IT & Business Consultant**.
DATES: 07/2003 – 12/2007 (**PART TIME Special Assignment**).
DUTIES: **ROLE 1: Project Manager** – For a **Hospital Management System (HMS)** implementation based on Oracle 9i called CareWare. Managed Project's GAP analysis, planning, WBS, progress reporting for top management, risk mitigation, internal/external resource allocation, communications, testing, rollout and Acceptance. Project scope covered **Medical** Modules (MRD, Inpatient, Outpatient, Insurance Contracts, OR, ER, LAB, RAD, Appointments, Catering, Pharmacy, Nurse Stations, Doctor Desktop, Maternity, ADT), and standard **ERP** Modules.
ROLE 2: IT Manager / Business Consultant – Implemented new IT infrastructure management systems, and Oracle DB servers. Created policies & procedures for the IT department to include application security, network security, internet use & security, email use & security, and backup policy, procedure and safety. Optimized business processes for several departments in hospital and achieved higher performance rates and enhanced quality of service delivery. Managed staff daily activities and IT vendors relationships.
ROLE 3: CCHSA Information Management Consultant – An active member in the Information Management team as part of the Canadian Council on Health Services Accreditation (CCHSA). As a result of extensive efforts, the hospital achieved the prestigious CCHSA accreditation.

♦ **COMPANY**: **INTERNATIONAL TURNKEY SYSTEMS (ITS)** – Riyadh, Saudi Arabia.
POSITIONS: **Program Manager**
Presales Consultant
Service Account Manager (Saudi Telecom Company)
DATES: 04/2005 – 08/2006.
DUTIES: Working in different roles under Customer Services Division.
Role 1: Program Manager – For a GCC-wide (Six Countries) Secure Multimedia Network infrastructure project for video, voice, and data. Worked closely with CISCO design and project management teams for project delivery. Planning, scheduling, virtual & local resource management, Scope management.
Role 2: Presales Group Leader & Consultant – Coordinated all presales activities in KSA. Established the EMC Solutions and VMware product lines in KSA. Successfully executed many presale activities (presentations, solution design, proposals, and proof of concepts) on VMware and EMC solutions that led to actual sales and further expanded revenue value.
Role 3: Applications Support Group Leader - Leader of a team of 18 technical people to support all ITS applications in KSA. Applications are in areas of Telecom, Banking, HR, and Payment POS. Provided mentoring, career path assistance, development and training courses. Managed team in Riyadh, Jeddah, and Khobar.
ROLE 4: Service Account Manager (SAM) for Saudi Telecom Company (STC) – Handle STC account from a support services perspective. Managed 3 major applications: 907 Call Center, CRS, and IAA.

♦ **COMPANY**: **COMPUTER ASSOCIATES – MIDDLE EAST (CA-ME)** – Riyadh, Saudi Arabia.
POSITIONS: **Senior Projects Manager**
IT Presales/Implementation Consultant.
DATES: 01/1998 – 09/2004.
DUTIES: **Role 1: Senior Projects Manager** –Manage CA-ME projects in Saudi Arabia. Managed several projects ranging from a single-product to an enterprise-wide multi-product projects. Successfully delivered projects in: CA-Service Desk, CA-Unicenter Enterprise Management, and Security Projects. Projects were

with the government sector in health, military, monetary, educational, and utility environments with resources ranging from 3 to 10 consultants. Managed projects scope definition, planning, scheduling, tracking, resource management, issues, risks, documentation, and progress reporting.

ROLE 2: Pre-Sales/Implementation Consultant – Designed & implemented operational processes, policies, and procedures for implemented solutions at clients for CA-Service Desk and Enterprise management projects. Provided pre-sales activities for CA sales: demos, presentations, POCs, and proposals, which greatly helped in closing deals, and in many cases, expanded the scope and value of the deal.

ROLE 3: MK ERP Consultant – Provided pre-sales and implementation activities for CA-MK MFG (ERP).

- **COMPANY**: **HI-TECH COMPUTER SYSTEMS** – Riyadh, Saudi Arabia.
  POSITION: **Projects/Technical Manager – Private Sector**.
  DATES: 8/1996 – 12/1997.
  DUTIES: Managed software development analysis, design, Implementations, Installations, client support, project management, training, management procedures' seminars, consulting, and LAN/WAN design. Applications included: ERP, Hospital Management, POS, and HR.

- **COMPANY**: **GULF STARS COMPUTER SYSTEMS – COMPUTER ASSOCIATES DIVISION,** Riyadh, Saudi Arabia.
  POSITION: **Presales Technical Team Leader/Consultant**.
  DATES: 2/1995 - 6/1996.
  DUTIES: Provided Technical support, presentations, and demos for CA-Visual Realia (COBOL for Windows product); CA-OpenROAD (object-oriented development suite); CA-OpenIngres DBMS; CA-Visual Express (query & reporting tool). Setup and implementation of Client/Server environments using TCP/IP from Windows or Windows/95 to SUN UNIX, SCO UNIX, Novell Unixware, Windows NT A/S & W/S, Windows/95, DEC OpenVMS, Novell Netware. Setup, installation and inter-connectivity of SUN Solaris, SCO Open Server, Novell Unixware, MS-Windows NT A/S and W/S.

- **Company**: **HI-TECH COMPUTER SYSTEMS** – Riyadh, Saudi Arabia.
  Position: **Projects/Technical Manager**.
  Dates: 10/1991 - 1/1995.
  Duties: Established this company to provide turn-key solutions. Managed technical services: application software development from study and analysis to customer installation, training, and support; PC/Servers hardware installation, troubleshooting, and maintenance; LAN & WAN design, installation, troubleshooting, and support using Novell Netware 3.xx/4.1. Managing, assisting, and guiding a staff of programmers, analysts, and support people in the department. Implemented Point-Of-Sale (POS) software, machines, scanners, and barcode printers design, installation, implementation and troubleshooting. Developed applications like: Financial & Inventory Control, Saudi Government Financials (**rated #1 in Saudi Arabia**), Hospital Management, POS Front/Backend Sales & Inventory Control, Car Rentals, and ERP; Management of projects delivered.

- **COMPANY**:   **DR. M. H. SHAATH OFFICE CPA & CONSULTANTS** – Riyadh, Saudi Arabia.
  POSITION: **Computer Services Manager.**
  DATES: 3/1988 - 9/1991 {to form HI-TECH above}
  DUTIES: Software application development ♦ Developed a complete financial application that included inventory control, sales, purchasing, A/P, A/R, G/L. Offered a Total-solution (Hardware, Software, Applications, and networking) computer consulting. Supervising hardware and LAN installations by third parties for consulted clients.

- **COMPANY**: **MICRO SYSTEMS INTERNATIONAL / NMS** – Birmingham, Alabama, USA.
  POSITION: **Software Team Leader & Network Implementation.**
  DATES: 01/1985 - 11/1987
  DUTIES: Team Leader/Prime Developer of application software to manage US federal government clinics. The **application was rated number 2** in its class across USA. Supervised other small applications' development. PC configuration and installation. Installation and support of Alloy NTNX O.S. & IBM PC-NET. Installation and customization of a third party software package. Ready-made application package (IBM Doctor's Office Manager v.1 & 2) implementation, training, and support. Novel LAN (v. 1.x & 2.11/12/15) server and workstation installation, training, troubleshooting, and support.