



RECENT EXPERIENCE

AVP Delivery Services

July 2021 - Present

Mphasis

- Manage the delivery and transition of a large-scale financial institute setup and carve-out.
- Ensure successful delivery of different workstreams; Infrastructure, End-user Computing (EUC), Cloud Services (IaaS, PaaS, SaaS), Service Desk, Journaling.
- Stand up new company's physical network in 15 offices (12 national & 3 international) whilst onboarding 1,500 users to the new cloud-based platform.
- Manage stakeholders' expectations, conduct daily stand-up calls and weekly leadership meetings.
- Oversee workstream PMs daily updates and activities through an agile methodology.
- Oversee successful transition and delivery of Transition Service Agreement (TSA).
- Work with offshore team to ensure successful execution of tasks.

Program Manager / Director of Operations MEA

September 2019 – May 2021

Netsync

- Oversee daily business activities to include these Departments: Sales, Business Development, Pre-Sales, Post Sales, and PMO.
- Manage resources, develop and implement operational plans, ensure procedures and policy are executed properly.
- Oversea project delivery of a new Data Centers, Disaster Recovery Data Centers, Call Centers, and ongoing projects. Technologies used include; Cisco, Dell EMC, Fortinet, Oracle, Citrix, F5.
- Cisco Gold Partner - Work with Inside Sales and Account Executives to initiate and track Quotes, Purchase Orders, Bill of Materials and Renewals in CCW & CCW-R.
- Oversea Implementation of Identity Access Management Frameworks; O365, SharePoint, Azure, Oracle Identity Cloud Services, SecureAuth to allow integration with CRM, ERP.
- Provide Identity as a Service (IDaaS) – Software as a service (SaaS) to allow SSO for customer web applications, implement Identity Management and Governance policies (IMG).
- Promote company culture that creates synergy between teams, encourages top performance and high morale.
- Work with leadership team and senior stakeholders.
- Evaluate activities, make ongoing changes to maximize staff productivity and efficiency.
- Ensure operations run smoothly on a day-by-day basis.

Core Network Services Program Manager

April 2015 – April 2019

AIG

- Manage projects across: Data Network Architecture, Data Center Services, and North America Network Security teams. Oversee implementation of projects in eight global data centers, ensure project managers meet corporate standards, report daily and weekly tasks, handle escalations, and successful delivery of

their projects.

- Manage an array of projects ranging from medium to complex, focusing on global infrastructure implementations to include; private cloud implementation, application centric infrastructure deployment (Cisco ACI), AWS public cloud, STaaS, MFaaS. Data Center Transformations – decommissioning of Cisco legacy switches, Arista storage implementation, NSX, QoS deployment, site circuit upgrades, and MPLS bandwidth upgrades.
- Manages Data Center Business as Usual (BAU) projects, assigns resources, report matrixes, and ensures completion of the ongoing tasks.
- Utilizing Azure AD Implemented SSO & 2FA across network platforms.
- Oversee requirements gathering sessions, establish communication plan with stakeholders, reporting frequency, and overall project cadence.
- Define team member's roles and responsibilities, set expectations, provide support and mentorship to team members.
- Work closely with vendor's project managers, project team, Cisco Advance Services team, internal clients, and stakeholders to ensure successful delivery.
- Create; project scope documents, budget forecasting, resource allocation matrix, deliverables and project plans.
- Manages projects throughout their lifecycle, conduct daily / weekly meetings, project reports, identify and mitigate risks and issues, report project status to AIG Senior Leadership Team, ensure project deliverables and milestones are submitted on time per the project plan, submit change request as needed, and re-baseline project plan.
- Interviewing and hiring new candidates
- Manage onshore and offshore resources.
- Microsoft SharePoint site administrator

Project Manager / Business Analyst

August 2013 – April 2015

Avanade

- Managed successful delivery of projects in the oil & gas industry, oversaw multiple work streams across SDLC phases to include plan, analyze, and design.
- Projects included; SharePoint, O365 migrations and upgrades, customer facing web rebuilds using SharePoint2013 and Site Core, created SharePoint web content management systems, implemented Enterprise Identity Access Management; Azure, SailPoint, Symantec. Lotus Notes migrations, .Net custom web applications, enterprise application integration, managed services, and implementing off shore call centers.
- Additional responsibilities included overseeing requirements gathering and elicitation sessions, conducting risk / issues and change requests meetings.
- Managed onshore and offshore resources, managed client expectations, project financials, delivered projects on time and under budget.
- Coordinated and worked with user experience group and design teams.
- Coached and mentored counselees and junior team members.

EDUCATION AND TRAINING

- Master of Science in Safety Engineering, Warren National University
- Bachelor of Business in Computer Information Systems, University of Houston, Texas
- Study Abroad Program at the American University in Cairo, Computer Information Systems
- Microsoft Office Specialist SharePoint Certified
- Multilingual: fluent in English and Arabic, intermediate in French and Spanish