

# ADNAN W . N E H M E

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## OBJECTIVE

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Seeking a challenging full-time job in the Information & Communication Technology and Services Industry where my career can fit for managerial and consultancy positions. My strong background in engineering with an excellent analytical, communication and management skills in addition to my 13 years of extensive career buildup puts me in the best position to apply at your reputable organization.

## EDUCATION

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From 09/2003 to 06/2006	<b>American University of Beirut</b> Masters in Computer and Communication Engineering Graduated June 2006 (GPA 87.42/100)	Beirut, Lebanon
From 09/1998 to 07/2003	<b>Lebanese University</b> Bachelor in Electrical and Electronics Engineering Major in Telecommunication and Computer Science Graduated June 2003	Beirut, Lebanon

## SUMMARY COMPETENCY

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- **Information and Communication Technology (ICT) Service Delivery Management**
  - Ensure the ICT Service Delivery within the entire ICT infrastructure meets agreed KPIs.
  - Work closely with Clients, Suppliers, Partners and Internal Teams
  - Monitor manage and ensure continuous improvement of the ICT infrastructure and service quality
  - Ensuring IT industry best practice is followed to deliver highly available solutions efficiently and effectively
- **ICT Technical Consultant**
- **Operations Management**
- **Project Management and Quality Assurance**

## EXPERIENCE

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From 07/2006 to Present	<b>ERADA Advanced Projects</b> (Holding, Member of Omar Kassem Alesayi Group) Riyadh, KSA
	<b>ICT Service Delivery Manager [2011-Present]</b> (e-enterprises, subsidiary of ERADA) <ul style="list-style-type: none"><li>○ Manage the entire company operations and sponsor the company projects</li><li>○ Manage the Professional Services Division, the Logistics and Procurement Division and the Engineering and Customer Services Division.</li><li>○ Review Company Financials and Revenue Monthly, Quarterly and Yearly</li><li>○ Manage ERADA Group Mega Projects Bids as Capture Manager and Solution Architect</li><li>○ ERADA Group Technical Advisor</li></ul>
	<b>ICT Technical Advisor [2013-2015]</b> (Al-MASAAR Information and Communication Technology, a subsidiary of ERADA) <ul style="list-style-type: none"><li>○ Advise, Design, Architect and Approve the entire ICT Infrastructure, ICT Operations and Systems for the Automated Traffic Violations Administrating &amp; Monitoring Project “Saher” in the Central Region</li><li>○ Reorganize and setup the MIS Department to optimize ICT services delivery and operations of the project efficiently and effectively as per the market standards and best practice</li><li>○ Plan and budget ICT expansions and upgrades</li></ul>

**Presales Manager [2008-2010] (e-enterprises)**

- Build the Presales Department and Bidding Processes and Procedures
- Manage the Presales Technical Consultants and Bid Managers who deliver platforms, infrastructure and applications solutions
- Manage Mega Project Bids and design the overall solution (ex. GRP/ERP rollouts, Emergency Call & Operations Centers C4IS “ECO”, e-passport and Biometrics solutions “AFIS”)
- Business and Solution Consultants
- Senior ICT Consultants

**Bid Manager and Presales Team Leader [2007-2008] (ERADA)**

- Technical Consultants
- Business and Enterprise Consultants
- Tendering strategy and Response Strategy Management
- Partner selection and qualification
- Proposal drafting and review
- SWOT analysis/qualification
- Proposal Quality assurance

**Technical Consultant and Presales Engineer [2006-2007] (ERADA)**

- ICT technical Consultants
- Proposal quality assurance
- Presales support and consultancy
- Preparing Commercial proposal

**From 08/2005 to 06/2006**

**Future Television**

Beirut, Lebanon

**RF-Microwave and Satellite Communications Engineer**

- Set up Live transmission communication
- Deploy and maintain point to point Microwave links.
- Deploy fixed and mobile Satellite communications.
- Operate Satellite News Gathering Truck

**PROJECTS ACCOMPLISHED**

- GACA North Airports Parking Management System Implementation and Operation
- Saher Main Datacenter, Disaster Recovery and ICT Infrastructure Implementation
- Saher Contact Center and Online Objection Implementation
- Motor Vehicles Periodic Inspection Infrastructure Enhancement Implementation
- ID Cards and Passport Printing Maintenance
- Correspondence System for Police Department
- Finger Print Training Labs

**SUMMARY SKILLS**

**COMPUTER SKILLS:** MS Word, Excel, PowerPoint, MS Projects,

**LANGUAGES:** Fluent in English and Arabic (writing, reading and speaking)

**SOFT SKILLS:** Leadership, Communication, Team-Building and Collaboration, Organizational, Management, Problem Solving, and Negotiation

**TECHNICAL SKILLS:** Project Management, ITIL, Operations Management, Delivery Management

**REFERENCES**

Available upon request