Elie Dagher

Director Training and Business Development

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Summary

Training leader with experience in all phases of training development and delivery, backed by a strong software development knowledge.

Core strengths and achievements are:

1) Achieved 100% year over year course content growth for JavaU at JavaOne
2) Managed a $38.41M Java learning development business, a 29% increase over previous year
3) Politically savvy person with effective executive level communication skills
4) Excellent negotiation and outsourcing skills, achieved $700K savings on projects in one year
5) Strong leadership, result oriented, self-motivated, business acumen and proactive
6) Extensive analysis, instructional design, courseware development and informal learning skills
7) Strong team building skills, responsible for hiring, managing and motivating talented people

Specialties: Strong training professional with wide experience of program and product management in addition to training design and development experience. Delivered Java design patterns training at UC Santa Cruz ext. for five years. Managed and developed ILT, elearning and Youtube like informal learning for the Java and Oracle product lines. Experienced with Articulate, Captivate, Framemaker, WebEx, Camtasia, iMovie, Wiki and Web 2.0. Speaks four languages: English, Spanish, French and Lebanese.

Experience

Director Training and Business Development at   TechProSkills
August 2015 - Present (1 year 8 months)

Sr. Manager of Learning and Development at   NetApp
December 2009 - July 2015 (5 years 8 months)
Managed Training development and delivery for Global Support:

- Managed New Hire training, Specialty training, Soft Skills and Accreditations for multiple NetApp teams, like TSEs, FSEs, SAMs, CSRs, SCA and Support Partners.
- Achieved 33% more internal classes scheduled and 52% more internal students Year over Year
- Managed the development of 35 ILT course development during one year, that's 55% increase YOY
- Achieved 104 total Technical Support Engineer OnRamp accreditations in one year.

• Lead the team to design the GSLP TV platform for self service training. A Youtube like platform
• Managed development, delivery and scheduling infrastructure for scalable technical support training
• Managed other programs like Competency, Learning Maps and Support Partners.

Java Training Manager at Sun Microsystems
August 2007 - December 2009 (2 years 5 months)

Managed Java training development business:

1) Managed a global team of 7 employees to build 14 global events, in Asia, EMEA and America to conduct 28 classes and train 980 students
2) Achieved 100% content development growth compared to previous year by managing a cross functional team of 11 employees, to build 15 new training seminars for JavaOne and train 1000 students.
3) Generated $38.4M through development and delivery of 55 new Java training courses, a 29% growth in revenue compared to previous year
4) Expanded the Java developer curriculum by developing 12 new cutting edge training product line through agreement with strategic partners
5) Partnered with training marketing to promote and drive adoption of Java curriculum on a low budget
6) Kept executive management updated by providing regular training and developer growth target presentation and establishing a dashboard for the Java business

Sr. Training Program Manager at Sun Microsystems
October 2005 - July 2007 (1 year 10 months)

Managed projects for Oracle 11i ERP training:

1) Improved stakeholders satisfaction and increased efficiency by developing an automated role based learning portals for employees and partners training and their associated administration website
2) Reduced training development cost 60% by managing development of informal learning using Web 2.0 technology and a YouTube like tool. Received a corporate award for this job
3) Improved customer satisfaction by managing migration of over 600 courses to the Oracle iLearning platform
4) Reduced outsourcing cost $162K by leading a team thru dynamic bidding for ERP training development
5) Increased stakeholders satisfaction by managing a global virtual team to design and develop self service reporting Portal, which hosted over 60 course completion reports

Curriculum Manager at Sun Microsystems
October 2003 - September 2005 (2 years)

Managed the Java curriculum Products Life Cycle:

1) Saved $700K for content development services in 1 year by negotiating better rates with vendors. Received an award for this achievement

2) Ensured effective curriculum design and development by building and implementing RFP and SOW
 templates for content development services. Received an award for this
 3) Identified and mentored 12 Sun Java servers developers to meet expanding training development needs
 4) Ensured effective outsourcing by organizing a pool of 15 partners for the Java content development and
 delivery area. I received an American Express check award for this effort
 5) Trained more than 100 engineers by developing and delivering Java EE Patterns course at UC Santa Cruz
 extensions

Sr. Instructional Designer and Instructor at Sun Microsystems
October 2001 - September 2003 (2 years)
 Designed and developed blended learning solutions:

 1) Designed and developed eLearning curriculum of 7 courses for HR Virtual Edge in 10 weeks with $10K
 budget. Received recognition by division
 2) Improved customer satisfaction by developing 10 support readiness training for Sun's Software Products
 3) Generated additional revenue by developing 6 instructor led training covering most of Sun Java products
 line
 4) Reduced content development cost by leading a team of 6, that built a getting started channel containing
 16
 learning videos and documents to enable informal learning thru Sun Learning Exchange, a YouTube like tool
 5) Built training development courses and trained India based partners and employees on training design and
 development process and tools

Software Architect at Infogain
November 1999 - September 2001 (1 year 11 months)
 1) Event Source Portal Managing Architect:
 Responsibility included project scoping, requirement analysis, establishing the architecture and high level
 design, technology with architecture, application server and development tools recommendation.

 2) Engineering Forum Manager
 Established and managed an Engineering Forum, consisting of a team of senior consultants, to leverage
 technical knowledge across projects.

 3) Training Development and Delivery
 Developed and delivered the following courseware with lab exercises and solutions:
 • Java EE applications architecture.
 • Java EE Patterns

Software Architect at ICL Retail Systems
July 1995 - October 1999 (4 years 4 months)

1)Customer Focused Marketing and Business Intelligence Applications Suite Architect:
I led the architecture team, established a distributed application architecture, and evaluated and recommended
various tools, technologies, standards and design patterns to be used by this suite.

2)Enterprise Intranet Portal Architect, Project Management and Development:
Architected and developed an Intranet personalized portal framework for rapid deployment of the above suite
of applications. The framework consisted of a set of ASP templates and ASP pages.

3) Help Desk Intranet Application Architect:
Led a team to develop a customer help desk Intranet application.

4)Intranet Retail Application Project lead:
This retailer Web application project included catalog development, shopping cart, order processing, form
entry and help documents. Presented the application at an industry show.

Software Developer at   , IBM Corporation
July 1988 - July 1995 (7 years 1 month)
1) FORTRAN 90 Compiler Development:
Designed, coded and tested semantic and code generation routines for features of FORTRAN 90

2) VS COBOL II Compiler Development
Designed, coded and tested the code generation routines for various functions of COBOL 85

Software Developer at   Lockheed Missiles and Space Company
April 1986 - July 1988 (2 years 4 months)
1) Control System Simulations
Designed, coded and tested a control system simulation of an on orbit Space Shuttle flight control model

2)Tracking Simulations
Developed and tested a tracking simulation of InterContinental Ballistic Missiles

Skills & Expertise
Databases
Software Development
Software Project Management
Requirements Analysis
Web Services
Enterprise Software
Instructor-led Training
Program Management

Product Management
Training
SDLC
Cloud Computing
SaaS
Cross-functional Team Leadership
Instructional Design
Java
Java Enterprise Edition
Agile Methodologies
System Administration

Education

California State University-East Bay

BS, in Computer Science with high honors, minor in Mathematics, 1984 - 1987

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Linked in.

7 people have recommended Elie

"Elie was one of my all time favorite colleague's at Sun. He has great leadership and management skills, coupled with an extensive technical background. This makes him an excellent contributor to any software project. As the Senior Training Manager in our group, he helped drive us to exceeding our fiscal and product deliverable goals quarter over quarter. He's a pleasure to work with and a great addition to any team. I look forward to working with him again some day."

— **Katie O'Brien Penn**, worked indirectly for Elie at Sun Microsystems

"As the Java Developer Curriculum Manager, I worked very closely with Elie during his tenure as the Java Training Manager. Elie's leadership and business acumen resulted in tremendous YOY growth in several key areas: 1) Course revenue: $38.5 M, a 29% increase YOY. 2) Curriculum expansion: 12 new technologies and/or products delivered for the first time by Sun. 3) Java University at JavaOne: achieved 100% YOY growth, primarily by introducing non-orthodox topics for Sun alongside the tradition Sun course ware. Elie also has tremendous vendor negotiation and management skills. I wouldn't hesitate to work with Elie in the future."

— **Michael De Loia**, worked indirectly for Elie at Sun Microsystems

"Elie is a professional who is keen on making a difference and influence the team around him. I have had the privilege of working with Elie in several jobs, I first met Elie at Lockheed Martin where he was entrusted with working on the Control System, and at Fujitsu and lastly at Sun Microsystems. With the technical breadth that Elie has I would always want him on my team."

— **MIKE NASSAR**, worked directly with Elie at Sun Microsystems

"I worked with Elie for many years as an instructor, training developer, Learning Architect, and Program Manager. His work ethic, integrity, and win-win attitude makes every interaction with him positive and motivating. I rate Elie as a true training professional, who is an outstanding candidate for any training organization. I highly recommend Elie to whom ever is looking for a dedicated motivated problem solver."

— **Harold Weiner**, worked directly with Elie at Sun Microsystems

"Elie is a great Program Manager / Courseware Developer. He taught me a lot about negotiation, management and courseware at Sun Microsystems. I worked with him in developing the Application Server 7 and 8 courses as well as several Sun Java Web Server courses. Those courses are still taught today and bringing in a lot of revenue for Sun."

— **Christopher Gilliard**, worked directly with Elie at Sun Microsystems

"Elie was an excellent Curriculum manager for many Sun products and technologies. He did an outstanding job of supporting the business requirements, meeting tight deadlines, handling escalations and staying on budget. He is also very thorough and detail oriented. In addition to being outstanding in his work life he is just a very funny and humorous guy to be with. He makes everyone laugh and has a terrific sense of humor. I would love to work with him again."

— **Stan Santiago**, worked directly with Elie at Sun Microsystems

"Elie and I worked together to develop a series of the early Web Services technology courses at Sun. I thoroughly enjoyed working with Elie."

— **Rick Evans**, worked directly with Elie at Sun Microsystems

Contact Elie on LinkedIn