RUBA LAMAA

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Professional Summary

Having around 8 years of experience in the IT field, I am currently working as a Training and Development Manager at Netways with wide skills in Project Management, Managing Microsoft Gold Partnerships, Consultation, Business analysis and Development; holding a bachelor's degree in computer science from AUB. My added value is focusing on customer needs, building a professional team with a clear learning plan to develop their skills, and then using my managerial and high communication skills, proactive innovation, to achieve my organization goals and bring in new businesses. Always challenged by new learning curves in technology or business.

Work Experience

Netways (Microsoft Gold Partner) Training & Development Manager. Feb 2018 - Present

1. Managing Netways Gold Member Partnership with Microsoft, Cloud Consultation, and Microsoft agreements.
2. Managing all Microsoft 18 Gold competencies; technical and performance qualifications in different practice areas (Application Development, Azure, Office 365, SharePoint, Project Management, Dynamics 365 CRM, Dynamics 365 Finance & Operations, DevOps, Data & AI, Power BI, Cloud Platform, Cloud Productivity...) including checkpoints with Microsoft
3. Managing companies' solutions (Intellectual Property) through One Commercial Partner with Microsoft
4. Reviewing Business Plans with Netways & Microsoft PDMs and developing go to market strategy
5. Preparing training and development plans for employees to achieve their learning goals and complete the Microsoft certificates.
6. Preparing training events, bootcamps, webinars, training programs for fresh graduates
7. Working with PMO & Unit managers on selecting resources for projects based on their qualifications
8. Building resource resume.
9. Having an awareness of the allocated budget, pricing and an ability to find solutions to implement the required training.
10. Managing customer evidence and customer testimonials with PMO team.

Netways (Microsoft Gold Partner) Project Manager. Jan 2016 – Jan 2018

1. Managing projects; driving the project team from start through to completion
2. Defining project scope, objectives, milestones, deliverables and identify key project risks
3. Communicating project expectations regularly to team members and stakeholders and use their feedback to optimize progress
4. Setting project budgets and monitoring burn rates.
5. Collecting, defining, documenting and ensuring sign-off of business and technology requirements.
6. Managing ERP, SharePoint, Web Application projects
7. Assuring quality control with project delivery
8. Developing and implementing on Dynamics 365 for Operations
9. Preparing ERP proposals and customer demonstrations

Netways (Microsoft Gold Partner) ERP Team Leader. Feb 2014 – Dec 2015

1. Leading the ERP project phases including customization and development

2. Customizing and developing ERP features and building all related reports used in ERP using X++, Visual Studio and SQL Server Reporting Services (SSRS).
3. Gathering requirements and understanding the scope of the envisioned work
4. Analyzing and clearly addressing the customization issues, Fit-Gap Analysis
5. Maintaining technical documentation on the project
6. Implementing, configuring, testing and training firms.
7. Leading upgrade cycle from Microsoft Dynamics AX 2009 to AX 2012
8. Leading the Data Migration and Integration cycle.
9. Developing new customized modules; i.e. Contract, Site Rental and Accrual Management, Career and Performance Management.

Netways (Microsoft Gold Partner) Software Engineer. Jan 2012 – Jan 2014
1. Developing using X++, JavaScript, C++, SQL Reporting, Report Builder
2. Querying Data with Transact-SQL
3. Migrating & Integrating data using DMF, SSIS, Excel Add-in

Banque Misr Liban Business Analyst. Oct 2011 – Jan 2012

AUB, American Student Affairs Office Lab Assistant. Oct 2010 – Feb 2011

Certifications

Certifications	Technical Assessment for Data Platform Foundational; SQL Server 2008, Implementation and Maintenance; Microsoft Dynamics AX 2012 Installation and Configuration; Microsoft Dynamics AX 2012 Managing Microsoft Dynamics Implementation; Microsoft Dynamics AX 2012 Development Introduction; Microsoft Dynamics AX 2012 Financials; Professional Scrum Master PSM I – Pending Certificate

Education

2011 - **BS in Computer Science**, American University of Beirut, Lebanon - GPA 3.4/4

Specialized Skills

Management Skills: Training plans, Competencies, Microsoft Gold Partnership, Project planning & execution, Business/ Technical documentation & proposals, Time Management, Risk Management, Performance Appraisal.
Technical Skills: Microsoft Dynamics 365 ERP, X++, JavaScript, C++, DMF, SSIS, Excel Add-in, SQL Reporting, Office 365, SQL Querying, Microsoft Dynamics 365 CRM, Power BI.
Soft Skills: Communication, Delegation, Leadership, Information gathering, Business Analysis, Conflict resolution, Strategic thinking, Decision making, Cost estimation.

Personal Details

Languages
- Arabic – Native speaker
- English – Highly proficient in spoken and written
- French – Basic working knowledge