

ELIE MAALOULY

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PERSONAL PROFILE STATEMENT

I am motivated, adaptable and responsible person with many years of experience in Project Management, Product management and Technical sales with strong emphasis on PMP and Agile methodologies.

I successfully delivered multi-million dollars' projects for many multinational companies. Through my years of experience, I strived to gain an international experience and coped to work with multi-cultural people from the US, Canada, Europe, Gulf, Egypt and India. I am a visionary, who accomplished to work out the concept and road map for many products, along with its implementation from inception to closure within time and budget.

PROFILE HIGHLIGHTS

Agile & Scrum Methodologies

Project Manager

Product Owner

Technical Sales

ACHIEVEMENTS HIGHLIGHTS

Project Management and Product Owner

- Saved millions of dollars in terms of vendors OPEX by implemented a centralized end to end monitoring solution across multiple departments
- Executed a RAN performance analytics module
- Implemented Agile and PMO concepts throughout all projects implementations

Technical Sales

- Led many sales opportunities and responded to many RFPs
- Tools demo
- Created POCs for potential opportunities
- Upselling and proposals technical writer

Career Emphasis

- Successfully launched and led a customer support team with over 12 candidates, to support five big operator's entities including Orange Spain, Belgium, Romania and Poland
- Executed many business analysis processes throughout the project involvements
- Created new modules on Oracle's JD Edwards that helped on time reduction for many tasks

WORK EXPERIENCE

2015 – Present: Project Manager, Product Owner at Wicom MEA/Novelus LTD

- Managed the project cycle and phases (initiation, planning, schedules, cost and budget, quality, staffing, communications, risk, procurement, execution, monitoring/controlling, closure)
- Followed up on SW/HW BOQs and delivery
- Actively participated in ongoing agreements to maintain business teams and development aligned with priorities and scope change
- Produced mockups
- Owned business requirements meetings with client (Onsite/Offsite)
- Prioritized features according to market value
- Owned business and interface requirements

- Managed business analysts
- Guided product development and active synchronization with product manager
- Aligned project to meet with product scope and road-map
- Focused on customer value and target to produce better quality
- UAT sign off and acceptance
- Identified change requests
- Followed up on the change orders until the closure of the sales cycle

2011 – 2015: Product Support – Head of unit at Wicom MEA / comScore USA

Led a team of product support engineers for the following Mobile operators:

Orange (Spain, Belgium, Romania, Poland), Mobinil - Egypt, Djezzy – Algeria, Nedjma – Algeria, Banglalink – Bangladesh, Mobilink – Pakistan, Korek – Erbil.

- Team management
- Acted as Project Manager for project delivery under support
- Planned patches and upgrades related to all support activities
- Customer communication and interaction
- Deep understanding of the tools (Front and Back end)
- Followed up on SLAs
- Triaged and prioritized issues
- wrote and assessed proposals
- Reviewed and followed up on change request
- After sales requirement gathering
- User acceptance testing (UAT)
- Conducted demos and presentations for potential customers

2009 – 2011: Senior Business Analyst at Wicom MEA/ Nexius USA

Managed two different projects for **Verizon – USA** and **Mobinil – Egypt**. Dedication to the task required travelling onsite.

- Acted as project manager for SDLC and Implementation efforts.
- Interfaced with internal and external customers to understand business, technical, and data requirements
- Wrote business/functional requirements documents, and software specifications supporting the platform
- Translated customer requirements into actionable functional requirements
- Acted as primary customer interface in support of the application development project
- Wrote data and platform interface specifications
- Traveled onsite to customer locations throughout EMEA for extended periods of time
- Participated in daily project meetings and Scrum
- Provided product training to end-users

2007 – 2009: Regional Business Solution Specialist at AZADEA Group Holding S.A.L Inah, Beirut, Lebanon.

Responsible for providing business solution for end user, over J.D Edwards ERP System for the following modules:

- Brand Interface, Cycle Count, Update Sales, Costing, Change of Price and Seasons

2004 – 2007: Support Manager at PROG S.A.R.L

Responsible for providing solutions and support for over sixteen companies for the following modules:

- Medical laboratory system
- LIS for Medical laboratories for many machines such as Kodak Vitros, Axsim, Cell Dyn, Architect 2000 i-SR
- Stock control system
- Car rental management system
- Insurance system
- General accounting system

TRAINING & CERTIFICATIONS

2019	PMP (ongoing) Agile Certified Practitioner (Ongoing)
2018	Management Development program
2012	“PMP” Project management professional - certificate of achievement
2004	Microsoft Internship
2002	Followed two months of training at rec-Pro, Zahle

EDUCATION

2005 – 2007	HOLY SPIRIT University - Pursued a degree in MS computer science – Not completed
2004	HOLY SPIRIT University - Bachelor of Science – Computer Science
2001	Saint Coeur School – Zahle - Lebanese Baccalaureate 2 – Economics

COMPUTER SKILLS

Microsoft Office (MS Projects, MS Word, MS Excel, etc.)

C++ 6 and C; HTML, Dynamic HTML, XML, XSL, Java script, VB Script, ORACLE, SQL, SQL Plus, PL SQL, LISP, VISUAL BASIC 6 and Visual Studio .NET, UNIX-Programming; SQL Server, J.D Edwards – ERP System

ADDITIONAL INFORMATION:

Nationality & DOB: Lebanese – 07/07/1982

Languages: Arabic, English, French

REFERENCES AVAILABLE UPON REQUEST