

Fouad Fattouh

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fouadfattouh 

Results-oriented Information Technology and Digital Transformation professional, managing complex IT solutions and designs, across Lebanon, Cyprus, UK, UAE, and Qatar, including cloud-based applications and infrastructure. With 17+ years of experience to drive business development to success.

- Technical leader with broad experience, brings focus on “big picture” business impacts of technology projects: real costs, practical benefits, risks and contingencies.
- Adaptable – skilled at supporting individuals, building systems, handling problems; as well as managing teams, training, developing strategies, policies and processes.
- Provide leadership vision via decisive leadership, guiding policy implementation and daily operations through strategic thinking and decision-making.
- Lead project delivery with tight deadlines, using state-of-the-art security, VOIP, storage, and project tools.
- IT Governance driven using COBIT and ITIL methodologies

Core Competencies

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| • GDPR Implementations and Control | • Security Controls |
| • Strategic Planning and Management | • Disaster Recovery Solutions |
| • Change Management | • Budget Planning and Control |
| • Cloud Computing (Azure, AWS, DC) | • Cloud Solutions (O365, M365, Sentinel) |
| • Big Data and Data Analysis | • IT Audit |
| • IT Risk Assessments | • Business Intelligence |
| • Customer Relationship Management (CRM) | • Project Management |
| • Enterprise Resource Planning (ERP) | • IT Governance Policies and Procedures |
| • Integration and Optimization | • Fin-Tech Solutions |

Experience

APRIL 2010 – PRESENT

Group Head of IT / Amana Capital Group, Lebanon

Responsible for the overall planning, organizing, and execution of all IT Operations, Functions, Systems, and Policies across the group (Beirut, Dubai, London, Limassol, Shanghai)

Heading the following sub-departments IT Operations and Security, Web and mobile development, Programming, IT Audit and Governance

Selected Accomplishments:

- Planning and setting up the IT infrastructure over the cloud (Microsoft Azure, AWS, Data Centers) to provide easy growth, scalability, and security solutions across the group. (Azure AD, SharePoint, M365 E5, Trading systems, online PBX), Total of 56 cloud based servers.
- Becoming one of the 1st companies in Lebanon to move fully to Microsoft Azure AD and cloud solutions.
- Handling IT Governance (Auditor and Regulators) in London, Beirut, Limassol, and Dubai, on COBIT Framework, allowing the company to have accurate and risk-free IT yearly audit reports.
- Heading the GDPR Committee, managing the project which resulted in having the group to be GDPR Compliant.
- Managing company CRM (Salesforce) to ensure the accurate and effective delivery
- Supporting and handling IT daily operations through a helpdesk on ITIL Framework, leading to reducing the time to handle tasks and creating a knowledge database that helped users in solving minor tasks that arise.
- Creating Policies and Procedures, KPIs helping to minimize and mitigate risks.
- Creating, Implementing, and Managing a disaster recovery plan and site, mitigating the risk of disruption of business.
- Preparing IT yearly budget and strategy in coherence with company's strategy, allowing for growth effectively and wisely.
- Managing Web and mobile applications in-house development leading to a full customization.
- Managing the software development life cycle of in-house development applications and API's, increasing company output and utilization of tools while reducing costs.
- Developing in-house of the company's file management system on SharePoint and Office 365 allowing for all group users to fully interact while reducing cost and increasing file transfer security.
- Handling, planning, and testing IT Security and penetration testing of all company systems, reducing the risk of any threat that could affect the business.
- Managing and supporting MT4/MT5 platforms (Forex Trading Applications) providing customers with secure and stable trading solutions.
- Setting up secure VPN and VOIP solutions across the company reducing the cost of telephony across the group and providing mobility for sales and constant travelers.
- Handling and outsourcing suppliers and vendors across all Group branches in all locations

JUNE 2017 – PRESENT

Managing Partner / Creative Consults, Lebanon

Managing and providing consultancy services in IT and Digital Transformation, delivering to clients' solutions to help modernize IT, digitally transform their business, upgrade employees' technical skills, and leverage IT to achieve their mission and goals in cost effective and efficient way and help them focus more on revenue generation and customer retention and success.

Selected Accomplishments:

- Delivering GDPR Consultancy, Implementations, and Workshops, to assure the company is GDPR compliant.
- Providing Cloud Architecture design and implementation over Microsoft Azure and Amazon AWS
- Creating IT Strategies, Budgets, and Plans for startups and SMEs, as an implementation guideline to build the IT foundations of the company's IT department.
- Planning and managing ERP and CRM projects and implementations, leading them to success.
- Guiding companies on IT Governance and IT Audit to follow all regulatory and legal rules.
- Training and Development in different topics, empowering technical and non-technical people in IT.

SEPTEMBER 2007 – JANUARY 2010

Group IT Manager / Qatar Building Company, Qatar

Selected Accomplishments:

- Implementing Oracle E-Business Suite ERP (for the construction and manufacturing section of the company), resulting in higher production and better business results
- Implementing Microsoft GP ERP (for the retail section of the company), leading to a more organized client-oriented business.
- Implementing MENA HR full suite (4,000 employees), allowing HR department to control the full HR cycle and employee payroll.
- Implementing Maximo RFID Asset Management System, allowing for accurate stock control and reducing purchase costs.
- Setting up a Data Center as a main hub for all 18 companies, leading to more collaboration.
- Running at IT helpdesk based on ITIL framework, reducing IT tasks completion time.
- Preparing IT yearly budget and strategy in coherence with company's strategy.
- Building IT policies, procedures, and KPIs according to ISO standards.
- Outsourcing partners and freelance IT suppliers and consultants.

JULY 2006 – SEPTEMBER 2007

Sales Manager / OKI Printing Solutions, Saudi Arabia

Selected Accomplishments:

- Introducing OKI to the Government Sector and increasing sales by 70%
- Managed Government and Corporate accounts
- Studying the market competition and price changes
- Assisting salesmen to sell and achieve their targets, by technical trainings on the products

MAY 2003 – JULY 2006

IT Supervisor / Intercontinental Hotel - Phoenicia, Lebanon

Selected Accomplishments:

- Installing the first Blade Servers in Lebanon, allowing the hotel for faster transaction operations
- Handling the migration and training from Fidelio to Opera (first migration to be done in any Intercontinental Hotel), allowing the hotel to move forward with a wider range of integrations and operations.
- Implementing IP Telephony (first IP Telephony implementation in a hotel), resulting in a state-of-the-art technical hotel
- Implementing a hotel-wide WIFI hotspot (first WIFI hotspot in Lebanon)
- Administrating and maintaining the following systems (Opera, Fidelio, FBM, Micros, Espresso, Nexus, Advis, Novel, Wintime, CISCO Call Manager, Nevotek)

Education

MAY 2003

BS in Business Administration – Business Computer /
Hariri Canadian University, Lebanon

Professional Certificates

2015

COBIT 5 / Formatech, Lebanon

2008

ITIL Manager V3 / SMNE, Dubai

2007

Oracle DBA 10G / Oracle, Dubai

2005

STEPS / IHG, Lebanon

Memberships

SITCEL Sworn Member - Syndicate of Information Technology Certified Experts in Lebanon.

Awards

- Top Performer for the year 2015 at Amana Capital Group.
- Team of the Month for January 2004 at Phoenicia Intercontinental Hotel.

Languages

Fluent in English and Arabic

Hobbies

- Basketball, Football, and Chess