Personal ID

Name	**:**	Ramy Zakaria
Address	**:**	Sannine street- Zouk Mikael
Mobile	**:**	(961) 3 156923
Email	**:**	ramelzak@gmail.com
Marital Status	**:**	Married
Date of Birth	**:**	30/03/1983
Gender	**:**	Male
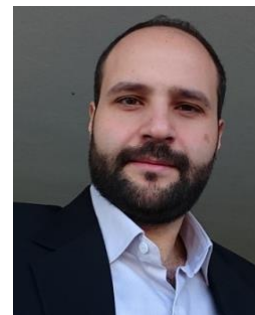
Education

Holy Spirit University - Kaslik (USEK)
- B.S in Computer Sciences

CCJ – College Centrale Jounieh
- Lebanese Baccalaureate Part II, Experimental Sciences.

Objectives

As a previous Software Delivery Manager and current Solution Designer, I am Looking forward to join a reputable company where I can use my experience to build and enhance efficient working processes along with building solutions that meet the clients needs.

Experience   **Year**

Solution Designer & Product Owner   *March 2018 – Present*
Inkript

Product owner & Solution Designer of the DL2 and EKYC projects.
- DL2 is the Driving License project to apply the new Lebanese driving Laws on the Lebanese territories.
    - Designing the Solution as a product that can be implemented in different countries.
    - Business analysis and building all the business processes using Microsoft Visio
    - Building the SRS document
    - Designing the UI Screens Prototypes
    - Creating all the user stories for Sprints Planning with their acceptance criteria
    - Conducting planning and review scrum meetings
    - Follow up on the project progress
- Know Your Client is an identification project designated for Alfa telecom to identify their clients throughout their sales processes using biometrics.
  Main responsibilities:
    - Business requirement gathering.
    - Designing the project Solution Architecture.
    - Business analysis and building all the business processes using Microsoft Visio.
    - Building the SRS document
    - Designing the UI Screens Prototypes.
    - Creating all the user stories for Sprints Planning with their acceptance criteria.
    - Conducting planning and review scrum meetings.
    - Specifying the Project estimation based on the project features and modules.
    - Follow up on the project progress.

Software Delivery Manager   *November 2015 – February 2018*
Inkript

Responsible of the deliverables for all projects in Inkript. In addition to the below responsibilities:

- Developing and implementing different processes for all teams at Inkript such as QA process, DEV process, releases management, change management, versioning control and support ticketing process.
- Developing a well-structured delivery process in order to deliver different projects and products.
- Setting the rules and RACI matrices for the created processes.
- Monitoring closely the implementation of the above processes at Inkript.
- Formalize project progress communication between the PMO and R&D and effectively communicate project risk/delay
- Prioritizing the work that needs to be done against the capacity and capability of the team
- Communicate with the PMO to specify and define the priorities, plan and execute projects, ensure that teams have appropriate solution and technical specifications, direction, and resources to deliver solutions effectively
- Establish realistic estimates for timelines while ensuring that projects remain on target to meet deadlines
- Providing a good communication between project managers, development team, QA team and deployment team
- Initiating the automation implementation at Inkript.
- Making interviews with new candidates.

QA Manager   *December 2015 – August 2016*
Inkript

Responsible of:

- Managing a team of 7 members in order to assure a good quality of releases with coaching, counseling and disciplining employees.
- Building and improving work processes to improve the quality of work and synergy between team members.
- Specify the duties and tasks to eliminate the conflicts between team members.
- Contributing information and analysis to strategic plans and reviews
- Monitoring the test cases creation and update on all the projects taking into consideration all the incoming change requests.
- Estimating requirements with the team and monitor the test runs executions progress.

Technical Manager   *August 2012 – November 2015*
Sab, Méditerrannée

- Technical Manager for the electronic document management project (EDM)
  - Leading, assigning jobs and following up with the team members.
  - Applying the technical detailed study of the requirements.
  - Creation of the data model and database.
  - Coordinate and communicate with other team leaders/technical managers.
- Senior Developer on:
  - LAF Project, which stands for lutte Anti-Fraud to catch the cases of fraud in a bank.
  - 'My Wallet' mobile banking solution for Fransabank.
  - Recharge of prepaid mobile lines at both operators Alfa and Mtc and internet with Cyberia.
  - Encryption of the recharge codes for both operators and Cyberia.
  - Created Functionalities to fill any type of class with its subclass with their corresponding fields from the XML entry in order to use it in all processes of all projects of the company.

Senior Developer   *November 2010 – July 2012*
CTS, Ashrafieh & Jounieh

- Senior Developer on:
  - Superstore Main, Administration and POS for Charcutier Aoun, Stop & Shop &others...
  - Website for registration and points handling for Superstore privilege application.
  - Restaurant Pos, Back Office, Administration for Stop & Shop.
  - Dashboard to monitor sales through statistical charts of all Charcutier Aoun branches.
  - Hospital forms & reports for Maounet (Jbeil), Hndl (Jounieh), Hammoud (Saida), MLH…
  - Download Transactions module for Hand Punch (HProcom2000)

Team Leader   *December 2007 - October 2010*
Soft Solutions, Jdeideh

- Team Leader on ITM project for Intermarché
  - Main Contact with the Clients

- o Requirements study with task Allocation for team members with follow up and support.
- o Working on different modifications & Sections.
- o Preparation and Maintenance of the servers (IBM, Bea & Apache).
- o Preparing the anting scripts responsible of delivery packaging (deployment war and jars).
- Responsible of Ibs Retail project which is a demo project of Soft Solutions' solution.
- Java Assistant in SSTI Training
  - o Assistant in Java training course for the new trainees.
- Senior Developer in Consumer Team
  - o Working on many projects & responsible of packaging the solution & maintaining the servers.
  - o Working on PL/SQL procedures for rules executions and heavy processes.
- Developer in the Kernel Team
  - o Working on user's security (licensing, authorization, authentication, access rights, roles etc…)

City Net, Kaslik   *October 2003 - June 2004*

- Responsible of City Net and maintenance of Windows and software.

Additional Skills

- **Management Skills:** Very good in communication, analytical thinking, leadership, planning, decision making, problem solving, teamwork, listening, multitasking, agile/scrum, working under pressure and very organized.
- **Computer skills:** Very good with Microsoft Office, Outlook, SharePoint, TFS, Eclipse, Jbuilder, Pl/SQL, Visual Studio and Microsoft SQl Server.
- **Programming languages:** Java, JSP, JavaScript, VB.Net, Asp.Net, Struts, Ibatis, Spring, Crystal Reports, XHtml, Html, Xml, Xsl, Pl/SQL, C++, Oracle, Sql Server, UNIX.

Projects

- BS Final Project (summer): Pharmacy website covers the management of the Pharmacy business and drugs using ASP.net.
- VB.net Projects:
  - o DVD rental program to manage rental of dvds and customers follow up.
  - o PC parts store: A project to manage clients, items, bills and payments, with access database.
  - o Encryption Program, using RSA algorithm.
- Advanced C++ Projects:
  - o Creating an animated robot moving his hands and feet controlled from keyboard using c++.
  - o Creating a moving car that could be driven from keyboard.
- Creation of a new functionality of Soft Solutions component grid where the user could multi selects many rows dynamically (Vertically, horizontally or diagonally).

Additional Skills

- Good working knowledge in English, French and Arabic.
- Capable of making presentations.
- Organized. Responsible, fast learner, self-motivated and work under pressure.
- Team work spirit & ability to meet deadlines.

Interest

- Sports: Swimming, Ping-Pong. Jogging.
- Music, Movies, Reading.
- Strategy games.

References

Available upon request