

AFIF KHAYAT

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SUMMARY

Dynamic and results-driven IT Project Manager with over 10 years of experience in managing enterprise business solutions. Adept at delivering high-quality projects through meticulous planning, resource management, and stakeholder engagement. Proficient in driving process improvements and leading cross-functional teams to achieve project goals on time and within budget.

WORK EXPERIENCE

Technical Project Manager

Shahid – MBC Group | UAE

Mar 2022– Present

- Gathered requirements, developed project plans, defined scopes, allocated resources, and established schedules meeting or exceeding project demands.
 - Determining and defining clear deliverables, roles and proactively identifying responsibilities for all staff members utilized or impacted by a project
 - Daily activities typically include regular technical team meetings to help address any questions or challenges regarding upcoming project/initiatives.
 - Weekly activities typically include hosting project status meetings, reviewing project plans and sharing upcoming activities with program managers and business partners.
 - Keep management up to date with the latest information by building and utilizing reports.
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Technical Project Manager

EverteamGS – Intalio | UAE

Oct 2020 – Feb 2022

- Gathered project requirements through interactions, meetings, and walkthroughs with potential application users and developed business requirements documents, functional requirements documents.
 - Accomplished client goals by providing quality technical projects.
 - Developed project plans and managed project scope using methodologies to guide projects from conceptualization to implementation and maintenance.
 - Monitored contracts and service level agreements to identify potential risks and implement mitigation actions to protect the development process from unforeseen delays and costs.
 - Gathered requirements, defined scopes, allocated resources, and established schedules meeting or exceeding project demands.
 - Built and utilized reporting systems to keep customers and management in the loop with the latest information.
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Product Specialist

Clemenceau Medical Center | Lebanon

May 2018 – Sep 2020

- Collaborated closely with internal teams and stakeholders to determine planning, implementation, and integration strategies for system-oriented projects.
 - Solved design challenges and implemented attractive, user-centric designs using innovative methods. Presented information effectively through detailed reports and visualizations.
 - Designed, developed, and maintained Microsoft Business Intelligence (BI) solutions and SharePoint-based products, ensuring alignment with business objectives and user needs.
 - Managed the lifecycle of SharePoint products, including project design, issue resolution, and system upgrades. Ensured smooth integration and optimal performance of system-oriented projects.
 - Defined and tailored enterprise processes and best practices for applications, ensuring that solutions adhered to organizational standards and facilitated efficient workflows.
 - Proactively managed and resolved issues related to SharePoint and software applications, maintaining and upgrading existing solutions to enhance functionality and performance.
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Product Manager

Soft Flow | Lebanon

Jan 2017 – Apr 2018

- Collaborate with the project management team to scope project requirements, participate in client meetings, and translate business needs into technical specifications.
 - Participated in system development life cycle from requirements analysis through system implementation.
 - Provide technical consultation to support personnel, testing services, and user support teams. Assist in troubleshooting and resolving technical issues, ensuring high-quality support and minimal disruption.
 - Work closely with Business Managers to understand project delivery expectations and provide comprehensive user support and training for implemented solutions.
 - Document, develop, configure, test, implement and maintain SharePoint solutions
 - Analyze technologies, technical processes, and/or functions, document findings, identify areas for improvement and create specifications and implement
 - Develop and promote best practices for using operations, and development.
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Senior Technical Consultant

OPAZ | Sultanate of Oman

Jan 2016 – Jan 2017

- Collaborate with stakeholders to gather business requirements, translating them into technical specifications.
 - Design SharePoint architecture and components, including site structure, security, and integration with other systems.
 - Develop custom SharePoint solutions using SPFx, .NET, JavaScript, and PowerShell scripts.
 - Design and implement workflows using SharePoint Designer, Nintex, Microsoft Flow to automate business processes.
 - Plan and execute SharePoint deployments, including installation, configuration, and upgrade of SharePoint servers.
 - Integrate SharePoint with other enterprise systems and third-party applications using APIs and web services.
 - Provide advanced troubleshooting and resolution of SharePoint-related issues, ensuring minimal downtime and optimal performance.
 - Monitor SharePoint performance and conduct regular health checks to identify and resolve bottlenecks or potential issues.
 - Implement and manage security policies, including user permissions, authentication, and compliance with data protection regulations.
 - Develop and maintain backup and recovery procedures to safeguard SharePoint data and ensure business continuity.
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Technical Consultant

ISS | Lebanon - KSA

Jan 2012 – Dec 2015

- Solution Design & development of scalable, highly available, and modular software solutions.
 - Created proof of concept for new, innovative solutions, demonstrating the feasibility and value of emerging technologies and approaches.
 - Planned and executed the deployment of software products, including SharePoint-based solutions. Managed configurations, conducted thorough testing, and ensured successful rollouts of updates and new deployments.
 - Developed and tested advanced troubleshooting methods, providing resolutions to software and database issues. Documented solutions in the knowledge base to support the team in managing future incidents.
 - Administered, supported, and monitored databases, proactively addressing and resolving database issues. Ensured optimal server performance and maintained data integrity.
 - Developed and implemented custom solutions tailored to client needs, leveraging expertise in SharePoint and .NET programming. Delivered high-quality, client-focused outcomes.
 - Provided comprehensive training for administrators and business users, creating detailed documentation to support the use and management of deployed solutions.
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EDUCATION:

Department of Computer Science & Engineering: Bachelor of Science

American University of Science & Technology

SKILLS:

Project Management: Project planning, development, risk management

Technical Expertise: Microsoft SharePoint, .Net core, BPM applications, database administration

Communication: Active listening, stakeholder management, reporting

Tools: MS Office, Jira, Slack, MS Project, MS Teams

Languages: Arabic (Native), English (Fluent), French (Proficient)