Shady Atef Moughlbeih

♦ Current Location: Beirut, Lebanon
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PERSONAL DETAILS

- **Date of Birth:** March 22th 1981   **Nationality**: Lebanese   **Marital Status:** Married
  Gender: Male   **Resident in:** Lebanon   **No. of Dep:** One

PERSONAL PROFILE

A dynamic, team spirited and performance driven engineering professional with an extraordinary blend of leadership, business, IT and Telecom industry knowledge with a total of Fifteen years' experience in the field. Recognized for keen ability to increase efficiency and decrease the need for re-engineering. Ability to communicate and motivate team members to enhance strategic goals and bottom line objectives. Creative problem solving and troubleshooting skills complemented by meticulous and creative detail to drawings and specifications. Proven ability to communicate at all levels with different nationalities. Now seeking next rewarding opportunity to make a successful impact in a focused team.

EDUCATION

Bachelor, Information Technology and Computing
Open University, Lebanon, 2007
GPA 3.2
Dean's List 5 years in a row

SKILLS

Research and Strategic Analysis
Customer Relationship, Customer Facing and Account Management
IT Projects Implementation and Roll out (GPRS & VSAT Networks)
Reseller Partnerships Projects Director (STC, Zain, Bravo, BlackBerry & Samsung)
In depth Knowledge of IoT: M2M, LTE, LPWA, NB-IoT and Ecosystem
In depth knowledge of Mobile Networks: Core, VAS, Data Centers, SS7 & Big Data
Enterprise Servers Essentials and Comprehensive
Developed a Reporting system to keep senior management informed
Developed budgets and forecasts
Excellent in Communication and Interpersonal skills
Fluent in English and Arabic

PROFESSIONAL ACCOMPLISHMENTS

08/2012 – Present NOVAsat - KSA   **Projects Department Senior Director**

- Establishing Projects strategies, goals, and policies while ensuring their alignment with the overall company strategy
- Developing the Projects work plan; assigning work activities, projects and programs, monitoring work flow, reviewing and evaluating work methods and procedures, and directing such activities to serve the Division's goals and plans
- Proposing improvement plans and programs that enhance efficiencies and boost the effectiveness of the Operations functions
- Setting the estimated budget, and monitoring internal expenditures and financial performance in coordination with the Finance function
- Overseeing Pre-Sales activities entailing the process of customer needs acquisition, transformation of customer needs to technical specification, and development of tailored solutions
- Overseeing the development of Service Level Agreements (SLAs); ensuring the generation of agreements that satisfy customer needs and create the utmost profitability for the company

- Overseeing the development and implementation of installation and maintenance plans; reviewing progress and taking the required action to ensure smooth and efficient workflow
- Reviewing troubleshooting (tier II/III) policies and procedures; recommending improvements to current process to enhance the effective and timely resolution of customer complaints
- Recommending modifications to adopted work methods and techniques to ensure the proper utilization of resources and to enhance the effectiveness of the Division
- Leading product development initiatives in collaboration with the Business Development Department aiming at achieving the strategic and operational objectives
- Providing guidance and support in developing highly complex solutions for clients
- Managing relationship with vendors and suppliers; utilizing such relationships to achieve the utmost benefit for the company
- Providing CEO with periodic reports related to work plans and progress towards the achievement of set goals and objectives
- Performing other duties related to the job as assigned by the CEO
- Preparing periodic reports regarding activities and achievements to be submitted to the direct supervisor (CEO)
- Ensuring that instructions, circulars and organizational and technical decisions are followed and applied
- Specifying manpower requirements according to the applied recruitment and selection and manpower planning practices
- Recommending appropriate training courses as per the pre-determined training needs, evaluating their effectiveness, and monitoring their results on employees' performance
- Carrying out performance appraisals for subordinates according to planned schedules and recommending necessary actions as per the applied practices
- Conducting periodic meetings with subordinates to ensure that priorities are clear, and workflow is running smoothly
- Following-up on employees' administrative affairs such as: vacations, leaves…etc.

07/2011 – 07/2012 NOVAsat - KSA   **Solutions Department Director**

- Managing and leading all operations and activities of Marketing Consultant, Pre-Sales/Sales, Technical, Operator resident Support and Product Training within the Solutions Department.
- Managing the solutions' overall process and providing advice for the development of suitable Marketing/Pre-Sales/Technical specifications that best meet customers' needs.
- Supervising Pre-sales/Technical activities entailing the acquisition of customer needs, transformation of needs into solutions, and delivery of requested information to clients.
- Approving and supervising the development of Agreements with customers based on operational capacities and customers' requirements.
- Supervising the preparation and delivery of presentations to Customers/ Prospects; recommending techniques and tools that enhance such activities and achieve maximum profitability.
- Managing relationships and enhancing collaboration with vendors regarding provided services and latest technologies.
- Participating with the Business Development functions in the development of the new products and services
- Participating in the development of the Solutions function's work plan; distributing and following up on work activities, projects and programs, monitoring work flow and reviewing work methods and procedures
- Suggesting plans and programs to boost the effectiveness of the Solutions function
- Performing other duties related to the job as assigned by the direct supervisor
- Preparing periodic reports with respect to the Solutions function's activities and achievements to be submitted to the direct supervisor

- Specifying manpower requirements according to recruitment and selection and manpower planning practices
- Participating in determining training needs of subordinates and evaluating the outcomes of training courses in coordination with the concerned human resources personnel
- Conducting performance appraisals for subordinates according to scheduled plans and recommending necessary actions as per the applied practices
- Conducting periodic meetings with subordinates to ensure that priorities are clear, and actions are running smoothly
- Following up on employees' affairs including vacations, leaves…etc.
- Nominating a deputy to carry out the responsibilities of the position whenever the need arises.

10/2010 – BlackBerry Training – BES Software Version 5/10/12 Essential on 26-27 Oct/2010, Research in Motion, Learning Tree International, Euston House, London.

10/2010 – BlackBerry Training – BES Software Version 5/10/12 Comprehensive on 28-29 Oct/2010, Research in Motion, Learning Tree International, Euston House, London.

01/2010 – 06/2011 Alcatel-Lucent - KSA   **BlackBerry Project Manager**

- On-Site Continuous Relationship with the customers:
- Middle East Regional (Since January 2009)
- Projects Kick off meetings, set up internal process, project implementation follows up. Maintain Customer relationship.
- Training and managing local Team, Technical Support and Process definition.
- Network Audit & Architecture optimization. Routing review, configuration proposal.
- Implementation and site integration including an architecture proposal, a detailed project plan, a configuration validation and Acceptance Tests.
- Business Improvement: Competitiveness Study, Offers adaptation, process improvement
- Existing customer account penetration, expansion, setting up local partnership with 3rd party application providers.

01/2009 – 01/2010 Alcatel-Lucent - KSA   BlackBerry Technical/Implementation Project Manager

- On-Site Implementation PM and Roll out as a Consultant from Alcatel-Lucent

STC	Saudi Arabia
Zain	Saudi Arabia
VIVA	Bahrain
VIVA	Kuwait
DU	Emirates

- Coordination between ALU back office, RIM UK/Canada, and Customers.
- Project Planning and Resources Management. Building and recruiting a Local Team for ALU based on the Cost study and Project needs.
- Proposal and Project follow up with customer, including the Roll out and Service Integration (Radio, UMTS, GPRS, WAP, MMS, SMS, and Email platforms). Then process definition.
- Launch event preparation with service providers

11/2007 – 12/2008 NOVAsat / Alcatel-Lucent – KSA   IT & BlackBerry Service Manager

- Blackberry End User Support, Servers Installation/Upgrade, BES Corporate Support, Provisioning, Troubleshooting, BIS Features Support

- Interfacing Customer and Delivery Services. Translating Customers needs into technical requirements then transferred to delivery service.

- LAN Installation (60 users Office), Connection to main branch, Active Directory, Exchange 2007, SonicWall Firewall, BES Administrator.

- Writing technical specifications and test bulletins. Training users and Technical diagnostics

- Processes definition for a new "Delivery Service Department". Drafting specifications to enhance the performance of the "incoming work flow" from customer service

01/2006 – 10/2007 Hamdan Company - Lebanon   **Network Engineer**

- Internet Service Provider, Installation, Maintenance and Troubleshooting.

- Small Office LAN Installation, Windows installation, and Face-to-Face Practical Training

- Modems, Access points, Switches and Router Configurations.

01/2003 – 12/2005 SOHAT/Nestle Mineral Water - Lebanon   **IT Administrator**

- Worked on the servers' backup, Configuration validation, Results Analyses, reports writing and exposing.

- Technical documentation, architecture outlines, configure Cisco Routers and On-Site Team leading.

- Network Administration Tools Enhancement.