CURRICULUM VITAE

Personal Informations

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PROFILE SUMMARY

- Software Developer with 8+ years of experience developing software, with focus on Dynamics Mobile applications and .NET platform.
- Extensive experience in the full Software Development Life Cycle, working with Waterfall model and Agile Management.
- Excellent knowledge of object oriented programing, web programming, SQL Server databases, systems integration, Mobile application platforms.
- Managing teams and projects for the last 6 years, ranging from 10 to 15 persons with more than 50 projects in Lebanon, UAE, Iraq, Kuwait and Algeria.
- Leads a team of Project Managers that plays a key role in the project implementation lifecycle, and ensures that the delivered solution meets business objectives and customer's requirements.
- Responsible for managing multiple client projects at one time
- Quick learner who adapts easily to new processes, latest technologies, trends and excellent training skills.

Employment History

Company   *Maliatec*

MaliaTec Overseas, a company affiliated to Malia Holding, is a leading systems integrator in ICT solutions that is specialized in wireless mobile computing. MaliaTec Overseas combines the application software development, hardware and networking solutions, along with business consultancy services to provide its customers total solutions.

Position   *Software Developer*
Duration   *August 2007– August 2008*

Position   *Software engineer*
Duration   *August 2008– August 2009*

Position   *Senior Software engineer*
Duration   *August 2009– August 2011*

Position   *Project Manager*
Duration   *August 2011– December 2016*

Position   *Lead Project Manager*
Duration   *January 2017-Present*

Duties: *Helped in analyzing and developing the following projects:*
Asset Management.
Warehouse Management.
Survey Application.
Sales and cashvan application.
Inventory Application.
Parking meter Solution
Cooler management(Pepsi Cola)
Collection (Aramex..)
Sales application for Middle East Airline (Handling the sales and payments{Cash and Credit payments "Visa and Master Card"} on board)
Parcel Management for Fransabank (handle all internal and external parcels)
Survey Applications for Al Sharja Municipality

On Project Implementation/planning
1. Manage and execute software implementations from Kick off through User Acceptance Test
2. Analyze the customer's specifications and coordinate with the development department for customizations deliverable when applicable.
3. Assess each project risks (Risk Analysis) and submit report to management when applicable
4. Creates and executes customer's project implementation plans and revises as appropriate to meet changing needs and requirements.
5. Effectively applies methodology and enforces project standards.
6. Lead the team of implementers and make sure they abide by all the procedures and documentation.
7. Manages day-to-day operational aspects of all customers' project and scope.
8. Minimizes exposure and risk on project.
9. Deliver the project at a minimal cost with the highest quality.
10. Coordinates with the invoicing department before and after the implementation and for each deliverable.
11. Make sure the customers meet deadlines.
12. Ensures project documents are complete, current, and stored appropriately; Document all customers implementations enabling proper support; Reviews deliverables prepared by team before passing to client.
13. Take ownership of issues that arise to ensure they are communicated and resolved in a timely fashion; Escalate and identify gaps in requirements; Manage issues and delays but escalate when needed

On Team Leadership
1. Lead the software implementation team; Identifies resources needed and assigns individual responsibilities.
2. Continuously monitor and perform complete review, verification, and validation for customer Project plans and implementations

On Product Knowledge/Releases
1. Have deep business knowledge of all products features, specifications and business process.
2. Work closely with the business analysts and Software Development Manager for understanding the solutions functional and nonfunctional requirements.
3. Recommends business processes enhancement for all products and for new changes requested or identified for and by customers.
4. Support in the management schedule of the products road map.
5. Facilitates and participate in business process analysis, designing of new business process along and re-engineer the current processes, wherever necessary with super users and vendor team.

On Sales Support
1. Support the Account Managers on projects or change management by providing the most efficient and effective solutions to customers.
3. Support the Account Managers in Technical Presentation when required.

On Client Satisfaction
1. Oversea escalated help desk issues and interact when requested with clients to resolve Technical-related issues and provides answers in a timely manner.
2. Build & maintain a distinguished relationship with customers' key employees.
3. Continually seek opportunities to increase client satisfaction.
4. Lead investigations and adjustments of customer complaints and nonconformity.
5. Identify & suggest convenient solutions to customer's requirements in alignment with the company policies and procedures.

On New Trends and Technologies
1. Learn any new solution or development techniques provided by the management or the R&D.
2. Stay informed about the latest technology trends and directions in software development.
3. Attend when required the Webinars and online training.

On Department Procedures
1. Follow relevant company procedures and help create and maintain relevant documentation.
2. Recommend policies and procedures designed to carry out, direct and control the activities of the department.
3. Protects operations by keeping information confidential.

On Reporting
1. Submit weekly reports to management showing the status of the projects implementations progress.
2.Update the project plan accordingly and share it with the key holders
3. Identifies opportunities for improvement and makes constructive suggestions for change.

IT Skills Summary

Operating Systems	Microsoft Windows (9x, NT, 2000, XP, win server 2003, Vista, win server 2008, win7,win server 2012,win server 2016).
Languages and Development Tools	.Net (VB, C#, ASP.net),C/C++, Java, JavaScript, D/HTML, CSS, SQL, T-SQL, XML, Mobile Programming (Windows Mobile), Microsoft Visual Studio .Net Enterprise Architect 2003, Microsoft Visual Studio 2005, Microsoft Visual Studio 2008..2014,Oracle,SSIS.
Reporting	Crystal Report.
Databases	SQL Server 2000/2005/2008/2012/2014/2016/2019.., MS-Access.
Database Modeling	Power Designer, Visio.
Networking and Internet	IIS (5, 5.1, 6, 7,8…).

Education

❖ 2003 - 2006: **Bachelor of Computer Science and Software Engineer**•
Bachelor of Science in Computer Science and Software Engineer at LCU–UQAM
(LebaneseCanadianUniversity - Aintoura in partnership with Université du
Québec à Montréal - Canada).

❖ 2002: **Baccalauréat Libanais (SC-EX.)** •
Saint Michael

Professional Seminars Attended

Topics: *Intermec IGSP training2009*
Location: *Cairo Egypt*
Date: *Apr 2009*

Topics: *Intermec developer conference 2009*
Location: *Roma Italy*
Date: *Oct 2009*

Topics: *Intermec developer conference 2011*
Location: *Athens Greece*
Date: *Oct 2011*

Topics: *PMP(35 hours)*
Location: *Lebanon – ESA(École supérieure des affaires)*
Date: *May 2013*

Additional Courses Attended

- Professional courses in: SQL, PL/SQL, Forms (Oracle).
- Course in French DELF B2

Languages

❖ Arabic
❖ French
❖ English

Activities

❖Basketball, football, Hunting and swimming….