

Joseph Mhanna

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Lebanon - Beit Al Chaar – Al Maten – Mar Elias Street – St. Nickolas Bldg. 1st Floor

QUALIFICATIONS

- ♦ More than 18 years of experience in Software Development, 11 of them as Software Development Manager.
- ♦ Certified Scrum Master (CSM) and Project Management Professional (PMP) and skilled in the implementation of agile policy, process and procedure to aid and control software delivery.
- ♦ Expert in Implementing Agile Scrum Methodology throughout the organizations to improve communications between Engineering, Product Management, and Business; to provide more transparency across the 3 departments; and to obtain great business value with short turnarounds.
- ♦ Requirements and Documentation tracker. Consistently worked to improve the processes and quality of the software team's work by: implementing test-driven development, ensuring that software conformed to architectural standards and participating in design and implementation reviews
- ♦ Founder of complete web solution for Telecom Business.
- ♦ Skilled in building software products from scratch using extensive project management abilities structured from more than twelve years of experience in collaborating and supervising high scale applications in software as a service (SaaS) or Micro-services environment.
- ♦ Diligent and resourceful Senior Java Consultant with background in Java technology conversions and frameworks such as Spring, SOA, Java API...
- ♦ Proficient in complicated and secured software architecture using http proxy, geographical redundancy, MySQL clustering and replication.
- ♦ Participate in the development of many solutions with concentration in electronic transaction processing, electronic reporting systems and finance and banking systems
- ♦ Lebanese Citizen. Fluent in English, French and Arabic.

COMPUTER SKILLS

<u>Project Management Software:</u>	MS Project, ScrumDo, GForge, ProjExec, JIRA, TFS
<u>Methodologies & Skills:</u>	SDLC, Agile, Scrum, Object Oriented Analysis / Design, Unified Modeling Language (UML)
<u>Programming Languages:</u>	Bootstrap, Thymeleaf, Java, J2EE, Java Spring, JSP, PHP, PERL, JPA / Hibernate, Struts 1.2/2.0, Spring MVC, JAAS, Spring Security, HTML, HTML5, DHTML, CSS, JavaScript, AJAX (SmartClient), JQueryes, UDB Stored Procedures...
<u>Software Packages:</u>	Kubernetes, Eclipse, IntelliJIDEA, Git, Ant, Anthill, Subversion SVN, CVS, Canoo Web Test, bugzilla, ZK Components, Nokia toolkit, MSOffice, Adobe Photoshop, JBuilder, FlowBuilder, Workplace Collaboration Services.
<u>Database Related:</u>	Oracle 10g, SQL Server, MySQL, MySQL Percona Cluster Server, XML, DB2, Postgres, MongoDB
<u>Platforms / Operating Systems:</u>	Linux, Centos, Windows XP/Vista/8, Oracle OC4J, JBoss, Websphere, Weblogic, Tomcat

PROFESSIONAL EXPERIENCE

Solution Architect Manager

(& Scrum Master)

September 2018 – Current

INKRIPT, Beirut - Lebanon

(A Top-tier Digital Security Solutions

Please Visit www.inkript.com)

Environment: Kubernetes, Agile, TFS, GIT, SQL Server, MongoDB, Linux, Micro-services, RabbitMQ, PostMan, Swagger

- In charge of leading the practice and introducing the overall technical vision for solutions proposed by the company
- Provide **solution architecture consulting** for all the services provided by Inkript
- Finding the best tech solution among all possible to solve the existing business problems.
- Defining features, phases, and solution requirements.
- Providing specifications according to which the solution is defined, managed, and delivered.

Information Technology & Intelligent Systems Manager (& Scrum Master/Product Manager)

August 2008 – August 2018

TELTAC WORLD WIDE, Beirut - Lebanon

(A Carrier Leader in Telecom business Africa

Please Visit www.teltacworldwide.com)

Environment: Kubernetes, Bootstrap, Thymeleaf, Agile, JIRA, GIT, JAVA Spring, SOA, JSP, PERL, ZK MVC/MVVM, Hibernate, MySQL5.6, MySQL 5.6 Percona Cluster Server, Tomcat, Linux, Micro-services

- Founder of Complete Web Solution for Telecom business SBS (Sky Billing Solution):
 - Conducting studies about the product and its needs ie: meeting the telecom engineers, searching around for similar applications such as ASA Billing, Etc.
 - Enforced Agile principles as a scrum master that resulted in reduction of Cycle time by 20% thus increasing team's throughput in less than 8 weeks.
 - Enabled improvement in team delivery commitments and capacity planning for sprints by identifying & tracking hidden tasks that increased customer satisfaction.
 - Facilitated agile adoption Retrospective for the organization with the leadership and guided teams with outcome resulting in enhanced performance.
 - Removed obstacle for the team by escalating an issue to leadership resulting in early delivery of customer issue solution. Customer provided positive feedback.
 - Going online with a very secure and complicated architecture (geographical redundancy, replication, clustering, Etc...)
 - Migrating to MySQL Percona Cluster Servers.
 - Understanding telecom business via the soft switches such as Nextone, Entice and Sonus.
 - Using the warehousing techniques in the database in order to manipulate the huge data.
 - Communicating with the switches using SOAP.
- Build a mobile version using android simulator.
- Act as a lead business or system analyst by meeting with clients to gather and analyze document business requirements as well as produce system requirements.
- Play a consulting role in pre-sales activities using personal presence and product knowledge.
- Assist with RFP (Request for Proposal), demonstration and delivery of the product

- Play key role in the development team by assisting the developers on the level of java programming, Linux scripting, Data Base architecture and tuning.
- Play a quality assurance role by creating unit tests and use business cases for the application and link it with the cruise control.

COMPUTER LANGUAGES INSTRUCTOR – MEMBER IN THE INDUSTRIAL ADVISORY BOARD (Part Timer) Oct 2007 – Current

AMERICAN UNIVERSITY OF SCIENCE & TECHNOLOGY, Beirut – Lebanon

(Leader in Providing top-level Education with Opportunities to Receive American-style Education

Please Visit www.aust.edu.lb)

- Responsible of 2 courses: Computer Programming I and II (java & C++) :
 - Designing action plans for the chapters to be taken during the academic year
 - Preparing projects and assignments to the students
 - Creating new ideas for transmitting the information to the students (personal websites, research...)
 - Helping the students at the computer center
 - Reporting to the chairman about all the chapters accomplished and the future plans.

QUALITY ASSURANCE/RESEARCH & DEVELOPMENT MANAGER (& Scrum Master)

Oct 2007 – Aug 2008

P-GROUP/ZAJOULNET, Beirut – Lebanon

(Leader in ISP and Telecom Business at Saudi Arabia

Please Visit www.zajoulnet.com and www.p-group.cc)

Environment: Agile, JAVA, SOA, PHP, MySQL, Oracle, Tomcat, Linux, Windows, Canoo Web Test

- Lead daily stand-ups and scrum ceremonies for two scrum teams. Work with product owners to groom the backlog and plan sprints. Track, escalate and remove impediments. Report at daily Scrum of Scrum meetings. Track burn down, issues and progress in Version One. Work with component teams to resolve issues.
- Improved team velocity by incorporating capacity planning into sprint planning sessions.
- Implemented Issues Tracking in Version One to effectively track impediments against user stories.
- Quickly became the recognized Version One expert within P-Group.
- Resolved a complex infrastructure issue by creating and utilizing a professional network of Scrum Masters, Product Owners and Technical Leads within [company name].
- Fulfilled the role of quality Assurance Manager by applying the automated test on the web applications using Canoo web test and creating the unit tests for all the sections and link them with the cruise control
- Acted as Software Consulting by resolving problems in the development tools (Eclipse), web server (Tomcat), Databases (Oracle 10g, MySQL) and in the operating systems (Linux, Windows)
- Worked as a Lead Database Administrator (DBA) by getting involved in the DB architecture, tuning queries, stored procedures and triggers.

TEAM LEADER

Apr 2005 – Oct 2007

TRILOG GROUP, Beirut – Lebanon

(Winner - IBM PartnerWorld Beacon Award 2006 for "Best Lotus Software Solution"

Winner - IBM Lotus CTO Award 2006

Winner - IBM Lotus Award 2006 for "Best Contextual Collaboration Solution"

Visit: www.triloggroup.com)

Environment: JAVA, IBM Websphere, MySQL, Oracle Application Server, DB2, Tomcat, Linux, Windows, XSP, SaaS

- Proficient in management, communication, organization and documentation
- Fulfilled the role of team leader by:

- Designing action plans for software development
- Distributing the tasks amongst the team
- Creating new ideas and implementing the plan
- Helping the team when facing technical problem and recommending solutions
- Reporting to the CEO about all the tasks done and the future plans.
- Acted as System Engineer for Installing, managing and troubleshooting the problems faced in the application servers (Oracle, IBM)
- Performed as a Senior Java Developer by create many portlet sections in the ProjExec project.
- Worked as a Lead Database Administrator by getting involved in the DB architecture, tuning queries and stored procedures as well as migration between DB2 and Oracle.

PROJECT MANAGER

Jan 2003 – April 2005

SOFTSOLUTIONS, Beirut – Lebanon

(SoftSolutions is a European leading provider of merchandise decision-support, software for multi-format, multi-divisional, multi-national retailers:

Visit: www.softwolutions.fr)

Environment: JAVA, IBM Websphere, BEA Weblogic, Oracle, MySQL, DB2, Tomcat, Linux, Windows, JSP, SOA

- Proficient in management, communication, organization and documentation
- Fulfilled the role of team leader by:
 - Designing action plans for software development
 - Distributing the tasks amongst the team
 - Creating new ideas and implementing the plan
 - Helping the team when facing technical problem and recommending solutions
 - Reporting to the CEO about all the tasks done and the future plans.
- Acted as System Administrator by installing and managing the application servers (IBM, BEA, Oracle), solving problems in the J2EE applications.
- Expert in the research and components development ((Java, JavaScript, Enterprise Java Beans, HTC ,XML, XSL, Oracle 9i)
- Acted as a Senior Java Developer by playing a key role in the kernel development team (Workflow management, JMS messaging...)

PROJECT MANAGER

Jan 2002 – Jan 2003

LEBANESE MILITARY ARMY SERVICE, Kfarchima – Lebanon

- Trained and taught army students computer courses (SQL Language ,SQL Server) by:
 - Designing action plans for the chapters to be taken during the academic year to officers
 - Preparing projects and assignments to officers
 - Creating new ideas for transmitting the information to officers (personal websites, research...)
 - Helping the officers at the computer center
 - Reporting to the director about all the chapters accomplished and the future plans.
- Played the role of software development manager by :
 - Designing action plans for software development
 - Preparing business quotations and technical reports for the clients
 - Distributing the tasks amongst the team
 - Giving training lessons for the stuff of the directory
 - Creating new ideas implementing the plan
 - Helping the team with technical problems and recommending solutions
 - Reporting to the manager of the tasks done and the future plans.

- Acted as an IT Manager by supervising hardware and software specifications for Lebanese Army and by managing the network configuration and the troubleshooting.

WEB DEVELOPER

Dec 2000 – Dec 2001

CONNECTIKA, Beirut – Lebanon

Environment: JAVA, Servlets, Nokia WAP Server, Nokia Toolkit, Windows, Tomcat, SQL Server

- Created and maintained WEB & WAP sites using JSP technology (e.g.: installing and maintaining Nokia WAP server, SQL server, servlet exec, and create more than 10 WAP applications such as Stocks online, banking applications (bank of Valeta in Malta, credit libanais Lebanon), created more than 10 WEB applications such as agenda culturel etc...)
- Acted as software assistant (software maintenance, software installation and troubleshooting for problems occurring in the office)
- Performed as a proficient desktop assistant in the technical issues faced in the installations, management and performance of the servers used in the development section.

EDUCATION AND CERTIFICATIONS

Master in Software Engineering (Cloud Computing, Advanced), Current
TORRENS UNIVERSITY, Melbourne, Australia

Bachelor of Engineering in Computer Engineering, 2001
LEBANESE AMERICAN UNIVERSITY, Byblos, Lebanon

Project Management Professional (PMP), 2011
AMERICAN UNIVERSITY OF BEIRUT, Beirut, Lebanon

PSX Advanced and Additional Routing Techniques, 2012
SONUS NETWORKS, Miami, USA

GSX Advanced and Additional Routing Techniques, 2012
SONUS NETWORKS, Miami, USA

ZK Standard Online Training, 2013
Potix, Taipei, Taiwan

Certified Professional (CP), 2013
AUSTRALIAN COMPUTER SOCIETY, Sydney, Australia

Agile Scrum Master, Scrum Arabia, 2013

HP Blade System Administrator, 2014
HP Educational Services, Middle East

Become a Product Manager|Learn the Skills and get the Job, 2017
Udemy ELearning Center

MEMBERSHIP

Member in the order of Engineering, Lebanon

Member in Australian Computer Society, Australia

Member in the jury of Computer Engineering Projects at the American University of Science and Technology, Lebanon

Member in the Industrial Advisory Board of the American University of Science and Technology, Lebanon

LINKS

My LinkedIn Profile: <http://www.linkedin.com/in/mhannajoseph>