

IMAD TANIOS

Current Location: Beirut, Lebanon

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ICT PROGRAM MANAGER PROFILE

- ❑ Senior professional with 22 years of experience in managing technical, projects and sales in diverse roles across the organizational hierarchy.
- ❑ 10 years experience in both pre-sales and delivery phases in the ICT Field: Business Support Systems scope (CRM, Billing, Charging, Mediation, Activation) and Operations Support System (provisioning, inventory management, NIM, NOC-Network Operation Center), or/and Cloud (IaaS, SaaS, PaaS).
- ❑ Acumen and strong understanding of the Telco Business Processes, digital transformation projects and complex organizations
- ❑ Familiar with Ericsson portfolio and General Telecom providers' business culture including AGILE/SCRUM methodology. Skilled in GSM ecosystem 2G/3G/4G, OSS/BSS, VAS platforms (prepaid, messaging, billing, etc.), SW development.
- ❑ Well versed in Telco, IT and Web technologies: Cloud, IOT, Big Data, Block chain. Customer critical contract and tender negotiations.
- ❑ Implement various service improvement plans/ budgetary controls for enhancing existing business processes as well as maintaining consistent cash flow and meeting financial expectations from the assigned projects.
- ❑ Proficient in managing multiple projects through task, milestone, and objective tracking along with metric reporting, establishing Service Level Agreements and metrics dashboard including quality measurements.

SKILL-SET

Strategic Planning • Program Management • Digital Transformation • Quality Assurance • Resource Optimization
Budgeting & Cost Control • Client Relationship Management • Team Mentoring & Leadership

WORK EXPERIENCE

Special Consultant to Chairman, Mar 2021 – Present SES – Sabis Educational Services (Adma, Lebanon)

Key Responsibilities:

- Provide Technical and managerial consultancy to the company C level organization.
- Involved in projects for digital transformation as well as SW and tools optimization across the Sabis school networks worldwide

IT / TELCO Consultant, Jan 2020 – Present MENA Region (Beirut, Lebanon)

Key Responsibilities:

- Render consultancy on program management / presales for IT and Telco providers/operators pertaining to technologies like OSS/BSS (Business Support System), Cloud/Data Centre and Core Network, Blockchain technology (proof of concept) and applications to GSM network
- Interact with clients for collating and evaluating requirements and rendering customized solutions. Enhance client satisfaction by effectively resolving issues and rendering superior quality service.

Business Process Analyst, Sep 2019 – Dec 2019 Globalcom-IDM (Beirut, Lebanon)

Key Responsibilities:

- Analyze process models as they are (As-is), compare them to the future and improved designs (To-be) and determine the necessary changes for arriving at the improved state.
- Gather requirements, design business processes (To-be) and manage any subsequent changes to them.
- Identify, document and analyze business rules that govern the implementation of business processes.

- Test and execute processes to ensure that the right results are achieved
- Examine processes holistically to understand the impact of changing them on people, strategy, existing software applications and general business operations.
- Provide feedback on process performance. The collected data forms the basis of future process improvement projects

Senior Customer Project Manager, Oct 2011 – Feb 2017
Ericsson, Algeria (Algiers, Algeria)

Key Responsibilities:

- Catered to projects with Ooredoo Algeria (ex Wataniya Algeria) like NIM (Network Inventory Management) - complex and vital platform based on using Agile/scrum methodology (Tuleap Open ALM).
- Worked on operator network from technical inventory to Business Processes to Asset tracking and financial/logistics tools and planning (originally developed by Telcordia and acquired by Ericsson).
- Focused on study, development, acceptance and implementation of major releases split on three different phases (1A, 1B and 2).
- Involved in development of custom software leading to savings of millions of dollars, shortened processes from weeks to hours.
- Managed OSS (Operation and Support System)/ENIQ - (Ericsson Network Intelligence Quotient) UPGRADE and SWAP to upgrade systems and to swap the hosting HW from SPARC based platform to x86 Blade based platform.
- Involved in end to end management of the presales activities as CFR (Contract Fulfillment Responsible) in compliance to organizational policies and procedures.
- Functioned as Overall Customer Project Manager involved in managing delivery of the SI (System Integration) projects (CS4.0 GeoRed, DDS 3.1, VPN and VMS) with Tunisie Telecom.
- Worked on projects like CS5.1 establishment and AIRs Expansion, Etopup Upgrade & CRs, Firewall Redundancy and DCN expansion in role as Customer Project Manager/ Contract Fulfillment responsible (CFR) for Ericsson Algeria.

IN/VAS Offers Project Manager – DRS Department, Jul 2010 – Sep 2011
 Chef de chantier DSI - IN/VAS (IN/VAS Project Manager), Dec 2009 – Jun 2010

Orange Tunisie (Tunis, Tunisia), Dec 2009 – Sep 2011

Key Responsibilities:

- Focused on analysis, conception and deployment of new and innovative Offers/promotions built around the IN/VAS in coordination with senior charging and VAS engineers.
- Involved in consolidation of business requests, ensuring compliance to quality parameters, budget and cost parameters.
- Managed projects related to preparation for the launch of Orange Tunisie, the 3rd Operator in Tunisia, Etopup, USSD gateway and RFP for “Application server”.
- Drafted and presented commercial offers on IN (CS4.0 Ericsson) and VAS/IN O&M based on identified business opportunities and other related factors.

PREVIOUS ASSIGNMENTS

Ericsson Algeria, Algiers, Algeria (Jun 2006 – Nov 2009)

- ATM (Algérie Telecom Mobile) SI program manager, Jun 2007 – Nov 2009
- CS3.0 Migration Project Manager, Jun 2006 – May 2007

VAS Senior Consultant, Digicel, Port au Prince, Haiti (Feb 2006 – May 2006)

Senior Performance Expert / EOT-Services Team Leader / IN Systems Expert, Ericsson, Algiers, Algeria (Jun 2004 – Jan 2006)

NSS/Servers (VAS) Senior Engineer, FTML (France Telecom Mobile Lebanon), Beirut, Lebanon (May 2000 – May 2004)

EDUCATION

- PMP Certified, AMIDEAST, Beirut, Lebanon, 2009
- DEA in Telecommunications Networks, Saint Joseph University & Lebanese University, Beirut, Lebanon, 1998
- Diploma in telecommunications Engineering, Faculty of Engineering (E.S.I.B), Saint Joseph University, Beirut, Lebanon, 1996

TRAINING & CERTIFICATIONS / WORKSHOPS

- SmartEx 2017,2018 (Beirut)
- GITEX 2017 (Dubai)
- Blockchain initiation 2017
- BDL Accelerate 2016 (Beirut)
- Agile/scrum (Tuleap Open ALM) 2014
- SAP ONE 2011
- Coursera OOP in C++ - Intermediate
- Coursera OOP in Java – Intermediate
- FutureLearn Physical computing with Raspberry Pi & Python
- FutureLearn Raspberry Pi foundation – programming with GUIs

TECHNICAL SKILLS

- Ericsson Tools: SAP/MUS, Verdi, MORE, PM tools, Knowledge base
- Protocols: Major telecom protocols (SS7, INAP, CAP V2/V3, SIP, sigtran) as well as TCP/IP based protocols
- Software: MS Project, MSOffice, C, C++, Java, JavaScript, Delphi, Unix Shell scripting, awk. Python for Data science
- Web technologies: WordPerfect, Angular, Bootstrap, NodeJS
- Environments: Excellent mastering of Unix OS (Solaris, Linux, HP UNIX), Windows in all its flavors, good knowledge of OpenVMS.
- IOS and Android environment (familiar with the development tools)
- Databases: Work experience with Oracle, Sybase and Informix

PERSONAL PARTICULARS

- Date of Birth: 23 September 1973
- Nationality: Lebanese
- Languages: English, Arabic and French