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JOHN FAHD

SUMMARY OF SKILLS

Comprehensive knowledge of software development lifecycle

Ability to design, configure and test software

Skilled in usability testing and developing software architecture

Strong documentation and problem-solving skills

Excellent communication and interpersonal skills

Experienced in workflow analysis/design and implementation

Remarkable project management skills

ONGOING PROJECTS

Custom CRM mobile app   **October 2017– ongoing**

Implement CRM app to communicate with the CRM previously developed for usage by sales team around the country. System is used regionally by teams to promote products and by managers to get an overview of the whole sales force that they oversee. App is being written using React technology.

Custom CRM implementation   **October 2016– ongoing**

Implement CRM platform for usage by sales team around the country. System is used regionally by teams to promote products and by managers to get an overview of the whole sales force that they oversee.
- Handled web-based projects using PHP and .NET
- Worked on enterprise software applications
- Performed designing, coding, testing and review of application
- Developed and configured standard software modules
- Designed and improved workflow processes
- Assisted clients in drafting financial reports on customized software
- Conducted staff training sessions
- Supplied and configured computer hardware
- Monitored daily business operation to design programs
- Provided customized software for tracking progress report of employees

Customer Management Solution   **August 2014– ongoing**

Develop an application to manage clients, payments, and visits
- Planning and managing implementation of software solutions for clients
- Performing system analysis and design, configuring, testing and integrating data systems
- Managing system architecture, analysis, programming, debugging and configuration
- Analyzing business processes and suggest computer programs to make those processes more functional
- Coordinating with other consultants in order to find more suitable solutions
- Providing on-site training to company personnel
- Coordinating project execution and monitoring its progress
- Providing technical support to cross-functional teams
- Ensuring total security to all application installed at clients' places

Salesforce Consultant   **June 2012– ongoing**

Senior Salesforce consultant with 8+ years of experience helping businesses onboard Salesforce and use the tool to improve their operations. Has performed Business Analysis, Salesforce Integration, APEX development.
- Working knowledge of web development technologies and concepts including HTML, CSS, JAVAScript, and Databases
- Constantly look for innovative ways to improve team performance
- Manage customer relationships as a trusted advisor and be their internal advocate to drive action
- Partner with sales teams to assist in proposals, presentations, and demos for key deals
- Coach other team members on Salesforce product to ensure knowledge is distributed among the team
- Help customers to drive user adoption of Lightning Service technology

Electronic Medical Record (web platform)   **March 2012 – ongoing**

Design and Implementation of the solution (Workflow, data, …)
>Implemented for LOS (society of ophthalmologists in Lebanon) June 2016-Present
>Implemented in Dr. Allam Clinic (Mansourieh, Lebanon - on November 2016)
>Implemented in Dr. Rahhal Clinic (Zalka, Lebanon - on August 2016)
>Implemented in Dr. Dayeh Clinic (Tripoli, Lebanon - on August 2015)
>Implemented in Dr. Menassa Clinic (Jounieh, Lebanon - on June 2015)
>Implemented in mid-Atlantic Retina Consultations (MorganTown, WV - on April 2014)
>Implemented in EVE fertility clinic   (Sodeco, Lebanon - on January 2013)
>Implemented in Ophthalmic Consultants of Beirut (Jal-el-Dib, Lebanon - on April 2013)

…and various other smaller clinics
>Implemented for 2 private clinics in Egypt (Ramses Clinic and EME-Clinic in 2019
>Consulting on hospital (Egyptian hospital called 'Light of the World') to properly structure

and train the staff for best implementation (2018-2020)

- Supports and assists with testing of ambulatory EHR functionality; assists in interpretation of test plans, troubleshooting, and clinical integration points
- Works with Ambulatory Clinical Informatics team to create, introduce, and modify clinical content for the ambulatory EHR system
- Collects and routes non-standard access requests to governing teams for consideration; Provides timely feedback and outcome to physician practices
- Provides Training and Second level support for dictation and voice recognition technologies
- Implementation/Change Management
- Participates with peers in enterprise communities to develop and deploy best practices for physician support in the ambulatory care setting
- Works with integrated support teams to address software functionality, content, and defect resolution updates

System Consulting and Networking   **January 2012 – ongoing**

Network security implementation; Infrastructure adjustment; post-sales troubleshooting (hardware and software); Integration between different components
- Demonstrating basic knowledge of modeling standards and tools
- Taking over responsibility from time to time as a sub project team leader
- Performance of feasibility studies / solution reviews
- Detailed planning of process implementation
- Support of pre-sales activities
- Application specific solution consulting (for a specific application: creation of business blueprint, Implementation based on a blueprint, creation of test cases, test scheduling and execution, key user training, go live support, and post go live support)
- Review of business processes and corresponding mapping into IT architecture
- Conducting one-to-one interviews for information gathering purposes
- Supporting pre-sales in the evaluation process
- Support of the implementation phase including configuration and custom development
- IT Principles & Data Security
- Comply in a timely manner with all travel and expense policies
- Define customer-roles to execute the business processes

Web Developer   **May 2011– ongoing**

Designed and developed different websites for various clients. Check website (www.itegrators.com) or facebook page for details and screenshots.

Senior IT Audit Consultant   **May 2015– present**

- Assist in the selection and tailoring of approaches, methods and tools to support service offering or industry projects
- Execute audit fieldwork using a risk-based approach to help ensure effective testing coverage within budgeted timeframes
- Draft audit results for reporting in accordance with departmental reporting standards
- Monitor the progress of the audit, including the work of all staff consultants, to ensure completion of the audit within the scheduled time
- Proactively communicate with key stakeholders regarding audit status, findings and other relevant issues through periodic meetings or email
- Provide coaching to staff consultants
- Actively participate in decision making with engagement management and seek to understand the broader impact of current decisions

PAST PROJECTS

Carpooling platform   **July 2019– March 2020**

- Providing technical and business leadership in Cloud technology including virtualisation, hypervisors, IaaS, PaaS, SaaS, storage, security, Policy-driven middleware for heterogeneous, hybrid cloud platforms, Cloud data centres
- Secure our Customers evolution and transformation to cloud technology. Engage at Operator C-Level during Opportunity and Pre, Pre-Sales Phase, to align offerings and proposals with their network evolution strategy of our customers
- Support in preparation of RFI, RFP, and RFQ documentation
- Lead and contribute with presentations and discussions in customer workshops, providing cloud business solutions and technical expertise
- Participating in missions and focus areas including taking a technical lead role and contributing to business direction
- Perform business development work in key deals for IT and Telco Cloud offerings
- Analyze customer and user offerings, market scenarios, customer go to market strategy

Dating platform targeting Arab Singles   **June 2019– April 2020**

Worked on managing the development team to create a dating app targeting arab singles (an app similar to Tinder). The app backend is being hosted on AWS and the frontend is being written in Ionic/Angular/Node code.

- Provide advice to the areas of improvement
- Perform unit testing, functional testing and integration testing; work with product team to define and implement test harnesses
- Perform performance testing, profiling, and troubleshooting for the assigned products/projects and present results with deep insight
- Manage reviews of software under development and ensure client satisfaction
- For customer escalations, establish environments that match the customer's configuration

Online Marketing Platform for Arab countries   **June 2019– February 2020**

Created their members (suppliers) with up-to-date information about the markets of the countries that they wish to export their products into, online platforms for government-backed chambers-of-commerce to use to provide

- Handled web-based projects using PHP and .NET
- Performed designing, coding, testing and review of application
- Developed and configured standard software modules
- Designed and improved workflow processes
- Conducted staff training sessions
- Configured computer hardware
- Monitored daily business operation to design programs

Multi-lingual Laboratory app   **February 2019– November 2019**

Create Electronic Lab platform that integrates with machines where the results of patients' tests are stored.Patients can use the platform to check results of their tests and to check how much they should pay and to request an appointment to do a test.

Hospital digitization Consultant   **March 2019– October 2019**

Worked as outside consultant to an Egyptian hospital to support them in the decisions to move to move towards a paperless (electronic) system in all their business

- Develop complex technical proposals with complete expertise in software aspects

- Benefit expectations - improve productivity, quality, value add within C-level strategic targets for the future
- Innovation Leadership - Develop innovative software architecture that fulfill customer
- Interface and build relationship with PLM team and provide project team with the latest trends in PLM
- Develop standards for the software approach to be utilized for other vertical market segment (functional design document)
- To program basic and medium level simulations within PLM Plant simulation (digital twin)
- Interface with partner or professional simulators to build digital twin for advanced level

Digital Disruption Consultant   **October 2018– March 2019**

Gave training seminars with a focus on design, strategy, and product innovation to financial institutions, technology companies, and start-ups involved in the intersection of technology and financial services.
- Partners with internal marketing teams to ensure consistency of messaging across traditional and digital marketing channels
- Proactive, self-motivated – can take ownership in developing a marketing plan and coordinate execution with little direction
- Reviews content and design to ensure it is in line with campaign strategy and objectives, and digital marketing best practices
- Works with internal marketing partners to determine the most effective channel mix by audience for each campaign (i.e. email, social media, online video, digital paid media etc.)
- Develops digital marketing strategies to drive digital channel awareness and adoption
- Works with Marketing delivery team to define project plan and timeline for each campaign
- Drives development of marketing plans among cross-functional teams, working with digital strategy and delivery teams, brand team, traditional marketing teams, and potentially agency partners to create a holistic marketing plan

Building Management App   **March 2018– January 2019**

Worked on an application for residents of commercial buildings to be able to manage their finances and maintenance tasks and costs, giving visibility to all parties and allowing all parties to record payments, invoices and more
- Planning and managing implementation of software solutions for clients
- Performing system analysis and design, configuring, testing and integrating data management systems
- Managing system architecture, analysis, programming, debugging and configuration
- Analyzing business processes and suggest computer programs to make those processes more functional
- Coordinating with other consultants in order to find more suitable solutions
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Soowarna Design and Development   **March 2014– June 2018**
Design and execute SOOWARNA, an Internet-based personal publishing service.

Lawyer's online presence   **February2017– March 2018**

Design and implement a website and online platform for a lawyer's office. In addition to that, we set up a file repository, setup the sharing system and more for office.
Implemented for b-Legal
Implemented for Khattar Law

Salesforce Platform Implementation/Training   **December 2016– May 2017**

Implement Salesforce application and customize to the needs of the client and train users (medical representatives) for a medium-size (180 employee) pharmaceutical company. In addition to that, we handled the data migration, data cleansing, removal of duplicate records, and security assignment.

Women's Spa custom solution (Arabic)   **September 2015– August 2016**

Re-create previously developed solution to fit with the new laws (Arabic output for all info) of the KSA government. Re-created the back-end using MariaDB and the new php (php 7) for better performance.

Women's Spa custom solution   **September 2015– August 2016**

Develop an application to be used in a women's spa in KSA. The solution will be used by spa staff to record member's consumption, attendance, missing class, client preferences, … and much more..

Task Deconstruction application   **November 2014– May 2015**

Develop an application to be used for training newcomers by breaking down complex tasks into smaller more manageable parts which the user will be evaluated on.

Microsoft Dynamics AX Consultant   **November 2014– February 2015**

Responsible for reviewing client business processes, re-engineering the client's processes to improve efficiency, and performing many of the functional tasks required for a successful AX implementation.

- Create and document solutions to support user training
- Provide training and support post-implantation
- Analyze work processes (business analysis)
- Develop solutions to address the gaps and problems and prepare the Functional Design Document (FDD)
- Basic knowledge in AX concerning setup of accounts, dimensions and posting profiles
- Organizing and leading User Acceptance Demo and User Acceptance Test meetings
- Perform analysis of correspondences and differences
- Define the project scope with clients

Online Testing Solution   **September 2014**

Develop a testing platform to evaluate employees after training

Mobile application Development   **June 2014– October 2015**

Design and execute a mobile application for the Maronite diocese of Antelias for different platforms. App created using React.

IMplify Consultant **May 2014– May 2018**

Installation and Implementation of solution developed by Roxana team on client environments.

- Provide change management support across transnational matrix teams when new processes are introduced from IT initiatives
- Partner with R&D IT colleagues to optimize the R&D IT product portfolio and assist in the development of the R&D IT strategy
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- Represent the voice of the customer to service providers through regular contact with users of GSK R&D systems and services
- Work with IT Service Owners and Business Consultant/Analyst peers to optimise the R&D IT Strategy and Consulting processes
- Identify interdependency of changes in R&D processes and IT systems and be pro-active in identifying new opportunities for improvement
- Maintain ownership for designing and scoping IT projects, including documenting and communicating the business case, agreeing an implementation plan and maintaining engagement to ensure realization of business benefits

Hospital Planning (space Management) **June 2012 – August 2012**

Workflow Design and implementation of Healthcare space management system;

Event Registration platform **February 2012 – July 2012**

Design and implementation of event registration portal.

Mobile Application consultancy **February 2012 – June 2012**

Concept and design of mobile application for insurance companies, for public transport services, and for mobile banking services

Electronic office for NGO **February 2012 – June 2012**

Concept and design and implementation of virtual office (e-office)

Conference Registration platform **April 2011 – July 2011**

Design and implementation of conference registration portal

Project Management Application **March 2011 – April 2012**

Design and implementation of engineering project management software for follow up of projects

Electronic Catalogue **February 2011 – July 2011**

Concept, design, and implementation of e-catalogue for sales, for follow-up, and for payment recording

Paperless office for Law firm **September 2010– February 2011**

Concept, design and implementation of a paperless ERP solution for a law firm

SAP database replication   **November 2010–December 2010**
     Replication of existing SAP database (in real time), for information synchronization

Salesforce Administrator   **April 2009 – June 2011**
     Administrate over platform; create reports and dashboards; create custom fields; reset passwords; and re-assign records to owners

Salesforce Consultant and integrator   **April 2009 – February 2010**
     Integrate data from multiple sources; Administer application security and customizations. Train and provide helpdesk for staff

Travel Agency website   **February 2005 – June 2005**
     Designing and implementing a website and online booking system for a travel agency

Statistical research database design   **May 2005**
     Designing a statistical database for research (using MS-Excel; SPSS, …) for an ophthalmic research team

Cars trading website   **February 2005**
     Implementing a website where car owners advertise sales of their own car and look to buy other used cars. Website has been implemented using php, HTML, javascript, and MySQL

Electronic Medical System   **October 2004- August 2005**
     Working on an Electronic Medical Record paperless system for an ophthalmic clinic.

SOFT SKILLS

Communication

Writing

Presentation skills

Teamwork / Collaboration

Building relationships

Problem solving

Analytical thinking

Creativity

Organization

Self motivation and drive

TECHNICAL SKILLS

Languages: Java, C, C++, Prograph, Prolog, QBasic, Visual Basic, SQL
php, javascript, HTML5, and CSS

Frameworks: J2EE, Servlets, JSP, Spring, Hibernate, JDBC, PHP, JUnit, JQuery, Drupal, AWS

Concepts: OOA, OOD, TDD, UML, Patterns, Networking

Systems: ERP, CRM, HIS, EMR

Design: Software architecture, software design, requirements analysis, software testing, software documentation

Software: Ms Access, Ms Excel, Ms PowerPoint, Ms Word, Ms FrontPage
Adobe Photoshop , Weblogic, JBoss, Tomcat, Apache, Oracle, MySQL

Operating Systems: Linux, Windows, Android, Sun Microsystems

Media: Audio editing (Soundforge, CoolEdit).
Video editing (Adobe Premiere)

Presentation animation and creation.

CERTIFICATION AND QUALIFICATIONS

Information Systems Auditor

Ethical Hacking

Project Management

Team Coordination

Salesforce Administrator, Salesforce Developer, Salesforce Cloud Consultant

Customer Services

Technical Consultant

Web-flow Designer

Leadership

LANGUAGES

English, Arabic, French written and spoken fluently.

Spanish written and spoken moderately.