



Youssef El Bacha

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- Dubai, UAE
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PERSONAL DETAILS

Nationality: Lebanese

PROJECTS

ACHIEVEMENTS

- Digital Technology Center:**
Established 24/7 Digital Technology Center to drive innovation, enhance operational efficiency, and deliver cutting-edge technology solutions to meet the evolving needs of the business and its customers.
- Operation Center Management:**
Managed Real-Time operation centers that focuses on optimizing processes, ensuring seamless coordination across teams, and maintaining high levels of efficiency and service quality to support business operations and customer satisfaction.

PROFESSIONAL SUMMARY

Results-driven Digital Technology Manager with over 15 years of experience in technical project management, digital transformation, and enterprise solution delivery. Proven expertise in establishing and scaling global digital technology centers, driving substantial improvements in customer satisfaction ratings, reducing infrastructure costs, and accelerating project delivery timelines. Skilled in crafting compelling bids and proposals for multinational corporations, leading seamless implementations, and executing growth strategies that fuel business expansion. Proficient at leading cross-functional teams, shaping innovative product visions, and ensuring exceptional service delivery while maintaining strict adherence to industry standards and regulatory compliance. Holds a Bachelor's degree in Telecommunications and currently pursuing an MBA in Business & Technology to further enhance strategic leadership capabilities.

WORK EXPERIENCE

Digital Technology Manager

07/2019 - 11/2023

National Oilwell Varco, Dubai, UAE

- Established a Global Digital Technology Center, integrating Cutting-Edge IoT Solutions, Cloud Computing & Telecommunications infrastructure, resulting in an 80% surge in customer satisfaction ratings.
- Developed and implemented digital operational strategies to improve efficiency and reduce downtime.
- Drove thought leadership initiatives and enhanced the Solution Architecture practice. Ensured alignment with advanced technology developments relevant to the industry.
- Managed a portfolio of digital equipment assets, ensuring optimal performance and reliability.
- Implemented advanced project management methodologies and technology solutions to optimize project efficiency, mitigate risks, and maximize the value of digital transformation initiatives.
- Led project planning, scheduling, and resource allocation efforts, optimizing efficiency and maximizing project outcomes while adhering to strict timelines and budgets.
- Led successful technical projects, ensuring alignment with industry standards and regulatory compliance.
- Collaborated with cross-functional teams to define project objectives, manage resources effectively, and deliver projects on time and within budget, driving operational excellence and client satisfaction.
- Spearheaded the creation of modern solution architectures and technical designs for large-scale projects. Collaborated with cross-functional teams and senior stakeholders, ensuring high-quality, timely deliverables.
- Provided technical design governance and solution quality assurance. Conducted design reviews to maintain adherence to industry standards and best practices for complex technology programs.
- Managed the deployment of Digital Projects in Cloud and On-Premises environments, resulting in an 80% reduction in infrastructure costs and an 80% improvement in project delivery timelines.
- Led competitive bids and proposals for multinational corporations, crafting winning submissions and executing implementations expertly.
- Devised strategies to elevate customer satisfaction and foster business growth.
- Collaborated with stakeholders to shape product vision and expand service offerings.
- Ensured top-notch service delivery by managing customer expectations and monitoring satisfaction levels.
- Provided leadership and guidance in difficult customer service situations, driving innovative solutions.

SOFT SKILLS

- Stakeholder engagement
- Coaching
- Decision making
- Problem-solving
- Service-focused
- Training and mentoring
- Consulting
- Team Leadership and Management
- Cross-functional team collaboration

HARD SKILLS

- Operation Management
- Equipment Performance KPI
- Technical business development
- Technical Sales
- Digital Transformation
- Analytical Skills
- Machine learning (ML) and Artificial Intelligence (AI)
- Project and Program management
- SLA, IaaS, PaaS, SaaS (Software)
- Dynamic 365 Applications and Platform, ERP Systems
- Microsoft Project, Asana, Salesforce, Zendesk, Jira

EDUCATION

MBA in Business & Technology
2024 - Present
Essca - France

Bachelor in Telecommunications
2010
AUL University - Lebanon

LANGUAGES

- English (Fluent)
- Arabic (Native)
- French (Intermediate)

WORK EXPERIENCE

Digital Enterprise Solutions Manager 12/2012 - 06/2019
National Oilwell Varco - Dubai, Middle East and Africa

- Collaborated with clients, engineering, marketing, and sales teams to define and refine product vision, prioritize features, and effectively communicate the value proposition to stakeholders.
- Led end-to-end product lifecycle, from concept development through adoption and usage insights, ensuring successful renewals and expansion opportunities.
- Fostered collaboration among stakeholders to enhance product functionality, exceed expectations, and drive successful project completion.
- Managed stakeholder expectations by balancing diverse interests and priorities, ensuring alignment with overall business objectives.
- Provided training and coaching to the Customer Success team on issue resolution techniques, collaborating closely with the Sales team to drive a 70% increase in company revenue.
- Identified expansion opportunities and mitigated client churn by working closely with sales teams to achieve a 30% improvement in Net Retention Rate across Middle East and Africa clients.
- Proactively managed account escalations, engaging appropriate internal stakeholders to swiftly address customer concerns and ensure high levels of satisfaction.
- Anticipated and mitigated potential risks by developing and implementing proactive contingency plans, and maintaining resilience in the face of challenges.
- Conducted thorough research and analysis of competitor products to inform product enhancements, market positioning, and strategic decision-making.
- Fostered a culture of innovation and continuous improvement within the product management team, driving efficiencies and enhancing product value proposition.
- Forged strategic partnerships with industry stakeholders and technology vendors to drive product innovation and alignment with market trends.

Assistant Technical Manager 08/2007 - 08/2012
ADKOM SAL - Beirut, Lebanon

- Provided efficient end-user support to a diverse clientele of over 100 customers, achieving a 97% issue resolution rate within one hour and maintaining a 90% customer satisfaction rating.
- Spearheaded initiatives to reduce repetitive support incidents by 50%, conducted thorough root cause analyses and collaborated closely with engineering teams to implement effective solutions.
- Conducted comprehensive troubleshooting of customer issues and facilitated seamless communication with relevant teams to enhance the overall customer experience.
- Implemented and enhanced an incident ticketing system in collaboration with engineering teams, streamlining workflow processes and ensuring standardized procedures for efficient issue resolution.
- Supported operational projects by leveraging metrics to document and track project progress, delivering regular status updates, and providing on-site support to project managers and the operations team.