

Contact

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Top Skills

Management Consultancy

Strategic Planning

Versatile

Languages

Arabic (Native)

English (Native)

French (Limited Working)

Certifications

- PMP - Attendance Certificate
- Negotiation Skills Workshop
- Applied Problem Solving and Root Cause Analysis
- ITIL V3 Foundation – Attendance Certificate
- TOGAF – Attendance Certificate
- CCNA – Attendance Certificate

Honors-Awards

MBA Degree "With Distinction"

Publications

Enhancing Retail Customer Satisfaction of Dubai Shopping Malls: Comparison of Residents and Tourists Expectations

Affiliations

Member in ACM (Association for Computing Machinery) since 2007

Member Number: 3979510

Spiro Kidess, MBA

Regional Account Manager – MENA at EMI

Summary

Spiro currently serves as a Regional Account Manager at Engineering and Marketing International (EMI), one of the largest suppliers and most trusted implementers of advanced technologies in the MENA region in Oil, Gas, petrochemical, water and power industries. Reporting to the Vice President of Sales, Spiro is responsible to develop forward-thinking sales strategies to achieve goals and drive revenue growth, as well as maintaining positive relationships with clients covering MENA region, Europe, Asia and North America.

Spiro served as a Senior Presales Consultant at Everteam (Global Services), specialized in Digital Transformation, Enterprise Content Management and Business Process Management Solutions. Reporting to the VP of Expertise & Solutions, Spiro was responsible to deliver successful enterprise projects & proposals within the centralized presales department covering MENA region, Europe, Asia and North America. With a result-driven mindset, Spiro was keen to grasp the full understanding of the Global market Enterprise Content Management needs in every geographical zone, en route to provide accurate consultancy including but not limited to: adequate functionalities, distinct types of Metadata, data model, integration points, latest technologies etc.

Spiro served as a Global Change Manager at Petrofac, ensuring projects (change initiatives) meet objectives on time and on budget by increasing employee adoption and usage. Reporting to the CIO, Spiro was responsible to deliver strategic programs & projects for Global IT at Petrofac and set PMO structure for IT project management department. The role aid in the process adoption and buy-in, reducing resistance when changes occur, and play the role of liaison and advocate for the business activities. These improvements increased benefit realization, value creation, ROI and the achievement of results and outcomes.

Prior to joining Global Leadership Team, Spiro was a Service Delivery Manager playing an active role as the key analytical partner for managing business requirements, handling client needs, application forecasts, marketing investment efficiencies & optimization, change management, as well as managing communications with the stake holders. Before going for the MBA, Spiro was a Senior Analyst & a Proposals Professional, who has handled EPC proposals from Opportunity to Delivery via its Win Strategy & Business Planning, technical solution, commercial negotiations, and progress management. His proposals experience ranges between 500 Million up to 4 Billion USD bids across more than 40 countries worldwide.

In 2015, Spiro attained a Master of Business Administration (With Distinction) from Strathclyde Business School – UK. This experience was utterly enriching as it expanded the spectrum of his business acumen, analytical skills, cultural understandings and professional network. Spiro also received a Bachelor of Science in Computer Science along a Minor Degree in Business Administration - from the American University of Beirut in 2008 and speaks fluently Arabic and English along a Limited working knowledge of French.

Experience

Engineering and Marketing International (EMI)

AVEVA's SSP & OSIsoft MENA System Integrator

Regional Account Manager - MENA

Sept 2020 – Present

Responsibilities

- Managing a portfolio of Major MENA Accounts to achieve long-term Sales Success while networking, building and sustaining relationships.
- Developing forward-thinking sales strategies to achieve goals and drive revenue growth, as well as maintaining positive relationships with clients.
- Generate sales among client accounts and new leads in the MENA region, including upsetting and cross-selling (Frequent Travel within the assigned territory to meet company sales target and objectives.)
- Expanding the customer base by identifying and negotiating partnerships with vendors and agents.
- Daily contact with leads and accounts: developing efficient proposals, negotiating and closing business segment customer contracts, along resolving conflicts and providing solutions to customers in a timely manner.
- Report weekly to Top Management on the status of accounts and transactions.
- Supervise account representatives to ensure sales increase, performance and identify opportunities for growth.
- Coordinate & Engage with both company internal Technical Department and customer expectation before and during project execution.
- Tracking, compiling and monitoring sales metrics (e.g. quarterly sales results and annual forecasts).

Guidepoint

6 months

Senior Consultant

March 2020 – August 2020

Client Name: BCG: Boston Consulting Group | Management Consulting

Project Name: Midstream Natural Gas Business Expertise

Responsibilities

- Carrying a Case study with the Management Consulting Firm: Boston Consulting Group, in which multiple sessions took place to understand their requirements of study in the Oil & Gas Field, specifically in the Midstream Natural Gas Business.

Guidepoint connects clients with vetted subject matter experts—Advisors—from global professional network.

Everteam

8 months

Senior Presales Consultant

July 2019 - February 2020

Responsibilities

- Responsible for timely delivery of all allocated projects & proposals (RFPs) ensuring the highest quality of customer deliverable.
- Manage the proposal scheme, working closely with the Bid team/Account Manager.
- Produce & manage the project / proposal plan (including risk analysis & contingency planning), ensuring that all necessary activities are completed on time.
- Generate bill of Quantities (BoQ) customized for each and every client upon their needs.
- For assigned projects, co-ordinate and manage the activities of other proposal center staff as required to be involved in the proposal.
- Ensure a consistent and clear story in the overall proposal document by reviewing and providing critique to the content produced by contributors and Proposal Writers.
- Lead proposal learning reviews by providing objective facilitation and developing clear action plans.
- Ensure that all relevant bid processes are followed as required (e.g. sales qualification, bid assessment & preparation, business approvals), and lead meetings as required.
- Facilitate the proposal strategy meeting with the account manager/bid team and other key proposal contributors to 'storyboard' proposal content based on customer & competitive analysis.
- Expedite Pre-Proposal planning meetings with the Account Manager/Bid team to ensure that appropriate steps are taken to maximize the proposal chance of success.
- Develop technical presentations demonstrating how a product meets client needs.
- Write technical documents required in the sales process and tenders responses.
- Preparing Financial proposals for clients and Responding to Bid Requests RFPs.
- Coach the bid presentation team (slide development, logistics, rehearsals etc.)
- Understand the bid strategy from a business perspective and audit / build opportunities business cases in support of business targets.
- For bids won, ensure thorough follow through handover to Project Delivery.
- Present Demos for Clients upon request on premise, within MENA region.

Petrofac

10 years 6 months

Global Change Manager

January 2018 - February 2019

Responsibilities

- Developed and managed high-level dashboards for overall project visibility and progress reporting, to provide stakeholders with the necessary information at key decision meetings at the Executive Management Level (CIO/CEO office).
- Provided PMO management and support in the development of and adherence to the project management framework, including best practices, policies and procedures, to ensure strong Programme and Project level governance across 35+ Large to Mid-sized Global Projects.
- Ran PMO office for high-profile technology innovation and IT outsourcing projects, leading to over \$3M in annual savings with the goal to transform IT into a Revenue Generator.
- Established a Global Change Management Process (ITIL based, Simple 5 Stage Gate process), as well as Created a user-friendly Change Management Tool that is customer oriented, whereby it captures any type of change with minimal mandatory input to prioritize the change (show Benefits, Priority & Customer Impact). This significantly helped in planning based on Finite Capacity.
- Proactively assisted Programme/Project Managers in the production of programme/project level deliverables such as integrated schedules and plans, work packages, resource plans, report consolidation and supported various programme reviews. Drove the Change and Projects in Change Advisory Board (CAB) weekly meetings.
- Tracked project lifecycle, progress and information while providing guidance around Risk & Issues. Moreover, reviewed Quality checked performance KPIs.
- Established a change and communications programme to support the IT strategy implementation & the delivery of new services.
- Rolled out the Change Management module in the "ServiceNow" implementation globally, to control IT change processes, risk assessment, conflict detection, and approval to changes.
- Undergone several internal & external audits that highlights area of improvements within change management and best practices to be followed.

Service Delivery Manager

January 2016 - December 2017

Responsibilities

- Overseeing and developing service delivery team performance and standards in the ICT portfolio of projects & proposals services across teams located within Petrofac Globally (in onsite/ offshore set up - EPC and Oil & Gas sector).
- Accountable for ensuring that service delivery is integrated across services and delivery capabilities, as it relates to the Service Level Management, Availability Management, Capacity, and Service Continuity Management.
- Liable for development and implementation of IT strategy in line with business requirements for the outsourcing project at the enterprise scale.
- Established and monitored service metrics to drive continuous improvement and adherence to service levels / business requirements, in which ensured all associated risks, urgency, and impacts are proactively identified and mitigated.
- Playing a significant role for applying group IT standards and the local deployment of global projects along with operational integration with Petrofac's major service provider (TCS).

Senior Analyst

January 2014 - December 2015

Responsibilities

- Tackling complex, high profile projects that require utilization of multiple teams that integrate in process to satisfy the several stakeholders in deriving the final resolution.
- Planning and scoping several interconnected initiatives and assisting senior-level business stakeholders make informed decisions about which scheme to undertake and how to attempt them.
- Develop business reports and dashboards in cooperation with functional managers as needed to track and optimize business operations and investments.
- Thrive in digesting the business process thoroughly, whereby digging deeper into the business progression, creating guidelines and procedures for processes, offering an avenue to take on more superior tasks, thus being a partner in the business change.
- Deliver presentations of key business and cardholder data/insights to senior management and other stakeholders.

Proposals Engineer - IT Department

April 2011 - December 2013

Responsibilities

- Handling the IT Scope of each proposal from A to Z, which included:
 - Technical capabilities presentation
 - All kinds of Write-ups (Full IT Plan, Communication Plan, In-house and third-party engineering software in hand, Trained personnel expertise briefing, Smart Plant Products integration...Etc.
 - Full-Fledged Infrastructure design utilizing VSAT, microwave, Leased lines...etc
 - Consolidated software sheets figures estimation to be handed to Procurement in process of purchasing them.
 - Detailed Full Costing Estimation for the prospective Client users residing in Petrofac Offices, along on Site with the Petrofac own personnel (average up to 500 people), along with Joint Venture Staff.
 - Multiple iterations and revisions to be developed considering vendors' communication, price bidding and allocation based on technical approvals.
 - Software costing (Bulk as bar coding, CAD systems, Smart Plant, products of Intergraph and AVEVA...etc) in parallel to Standardized global software used in any ICT environment.
- Make business recommendations with regards to IT spending and strategy, IT salary report, outsourcing, vendor pricing and trends study.
- Reporting directly to the IT Proposals Head and assisting him to analyze study, suggest and check client's requirement with respect to quantity, quality, software and hardware requirements within the cost budgeted.

Proposals Experience List includes (Ranging between 500 Million USD Dollars up to 4 Billion USD Dollars):

Client Name	Country	Client Name	Country
ZADCO	Abu Dhabi	Gazprom	Russia
KNPC	Kuwait	BP	UK
QP	Qatar	RHIP	Oman
Jizan	KSA	BONGA	Nigeria
Rabigh	KSA	KLPE	Kazakhstan
Soccar	Azerbaijan	Yamal	Serbia
GASCO	Abu Dhabi	Petronas	Turkmenistan

Network Engineer

October 2008 - March 2011

- Part of an 8-unit team that is managing and maintaining Networking Connectivity and functionality among 9 buildings in UAE and more than 15 different Sites across the Globe.
- Responsible for active components functionality and stability that is currently serving more than 3500 users spread in 9 different locations.
- Managing and maintaining mission critical servers and appliances such as AD, Exchange, Ftp, Antispam, Filers, Proxy server, backup server, Citrix Server and McAfee Enterprise Antivirus Server.
- Working with outside vendors to ensure that new equipment is successfully installed.
- Providing training and guidance for other staff especially new comers and interns.
- Testing New HW and SW such as IPS/IDS/Device Lock, etc. and preparing technical documents such as comparisons and recommendations as well as presenting them to management.

Education

Strathclyde Business School, UK

April 2013 – Nov 2015

Master of Business Administration (M.B.A.), Strategy
“With Distinction”

American University of Beirut, Lebanon

Feb 2005 – June 2008

Bachelor of Science, Computer Science

American University of Beirut, Lebanon

Feb 2005 – June 2008

Minor Degree, Business Administration

References

References are available upon request