Anthony Eid

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Customer-focused product manager & PMP-certified project manager with excellent interpersonal, business analysis and consulting skills, leveraged by a strong educational background, a multicultural experience and trilingual communication.

FIND ME AT MY FAVORITE PLACE - THE PRODUCT BAR - WHERE ENGINEERING, DESIGN AND BUSINESS MEET REGULARLY TO CREATE GREAT COCKTAILS FOR CUSTOMERS.

Experience

JUN 2016 – PRESENT

Group IT Project Manager / Tree Group - Beirut

- ✓ Head all IT projects in the 3 companies of the group holding: SAP integration projects with other applications - INFOR WMS overhaul & upgrade - MS Sharepoint and Teams
- ✓ Own the Business Intelligence Product Domain: Qlik View to Qlik Sense overhaul. Built Sales, Finance & Stock Analysis dashboards.
- ✓ Product manager of an Android sales app implementation from scratch (from design, UI/UX, business analysis, dev, quality, time, budget, go-to-market). Working at the cross-section of dev, business & UX.
- ✓ Cross-functional responsibilities in improving company processes.
- ✓ Managing projects based on the PMP framework for some projects, and Agile/Scrum for others. Significant BA work involved.

FEB 2015 – JUN 2016

Software Presales Consultant / SETS Solutions - Beirut

- ✓ Technical & Functional expertise on a 3-streamed HRMS for Enterprise business: Payroll, Time Attendance & Talent Mgmt.
- ✓ Conduct Environment Assessment sessions to understand a potential customer's business prior to demo
- ✓ Software product(s) presentations tailored to the customer's pain points and business requirements. Presented to C-level across many industries
- ✓ Respond to Request for Information & Request for Proposals (RFI / RFP)
- ✓ Collaborate with the Product Owners, Head of Software, Head of Professional Services and PMO in writing up a full technical and business proposal - Design integration with 3rd party software as requested by the customer. Deliver POCs.
- ✓ Monitor accurate and correct delivery of software sold - Build technical relationship with prospects or existing customers - Conduct competition analysis

VOLUNTEER EXPERIENCE (GAP YEAR) SEP 2011-AUG 2012: ONE YEAR OF CHARITY WORK WITH THE LESS FORTUNATE (HOMELESS AND DRUG ADDICTS) IN DETROIT MICHIGAN, USA. I LED AA SESSIONS AND CONSULTED ON WELL-BEING AND BRINGING OUT THE POTENTIAL IN A PERSON. GREAT YEAR THAT TAUGHT ME A LOT ABOUT UNDERSTANDING & MANAGING PEOPLE WITH EMPATHY.

SEP 2012 – OCT 2014

Software Engineer / Walking Thumbs LLC - Beirut/Pittsburgh

- ✓ Walking Thumbs was a Pittsburgh-based startup with an office in Beirut.
- ✓ Lead programmer: iOS app development in the gaming and instant messaging space.
- ✓ Worked closely with all project stakeholders, including external. Agile environment.
- ✓ Led meetings with the various teams, conducted marketing research, advised on business's development.

FEB 2009 – AUG 2011

Salesforce.com Consultant/ 4C Consult - London/Belfast

- ✓ Worked with an int'l non-profit organization for two years as their offshore IT consultant on the Salesforce.com platform. Worked across different time zones (India, New York and LA).
- ✓ Consulted on and implemented CRM deployment.
- ✓ Conducted webinars and trainings for users.

Education

AUG 2008 - MAY 2009

Grad Research Program / University of Michigan – Ann Arbor

Completed a Graduate Research Program at the department of Computer Science & Engineering, with a focus on Internetworking and Artificial Intelligence.

SEP 2004 – JUN 2008

Bachelor of Computer & Communications Engineering / American University of Beirut - Beirut

- ✓ Graduated with distinction (87%)
- ✓ Awarded best Final Year Project "Dancing Robot": an AI-based software. Featured on TV.
- ✓ Minor in Music

Languages

1. **Arabic** (native)   2. **English** (fluent)   3. **French** (good)   4. **Spanish** (intermediate)

Select Skills

- PMP Framework
- Agile / Scrum
- Product & Project Management
- Presenting to C-level
- *Platforms*: SAP B1, INFOR WMS, Salesforce.com, TFS, Git, MS Project, MS Visio, MS Sharepoint

- Business Analysis and BPMN
- Presales consulting
- IT Service Management (ITIL v3)
- Servant Leadership (managing with empathy)
- *Technical*: SQL Server, HTML5, CSS3, Objective-C, Git, Linux, Python, C++

Interests: *Guitarist, Footballer, Blockchain & Crypto*