Holds a B. Sc. in Electronics & Communications Engineering and has more than 10 years of experience in Project Management, Telecom Management and IT infrastructure and Avaya voice network and contact centers.

PERSONAL DATA

Nationality	:	Egyptian
Birth Date	:	17/12/1984
Gender	:	Male
Marital Status	:	Married
Residence	:	Cairo

EDUCATION

:	B. Sc. in Electronics & Communications Engineering, Obour Academy, 2006

LANGUAGES

Arabic	:	Native Language
English	:	Excellent

COMPUTER SKILLS

:	Windows, MS Office, Internet
:	MS Project
:	MS Visio

TRAINING COURSES AND CERTIFICATIONS

- Project Management Diploma "Campus education Institute" and Accredited by PMI.
- ITIL Foundation V3.
- APDS – Avaya Scopia Solution.
- APSS – Avaya Unified Communication "Enterprise Team Engagement Solutions".
- APSS – Avaya Contact Center Solutions for IP Office.
- APSS – Avaya IP Office "Midmarket Solutions".
- CVoice / CCDA / CCNA.

CHRONOLOGICAL EXPERIENCE RECORD

Dates	:	From Jan. 2013 till now
Employer	:	CiSS Egypt
Job title	:	Project Manager / Presales Engineer
Job Description	:	

- Working closely with the customer to analyze and assess their requirements to define project's scope.
- Develop the project scope, time, cost, risk, and communication management plans.
- Effectively communicate project expectations with stakeholders.
- Identify and resolve issues and conflicts within the project team.
- Coach, mentor, motivate and supervise project team members, and influence them to take positive action for their assigned work.
- Estimate the resources and participants needed to achieve project goals.
- Determine the frequency and content of status reports from the project team, analyze results, and troubleshoot problem areas.
- Manage changes in project scope and build contingency plans.
- Monitor and manage the project schedule, budget, risk and resources.
- Responsible for operational day to day running activities ensuring process is applied correctly and deliverables are achieved on time.
- Highlighting risks, issues and finding alternative solutions throughout the project's life cycle.
- Maintain project documentation and status reports also project change requests for the steering committee.
- Project closure (Gaining customer final acceptance certificate and Follow up cash collection).
- Responsible for implementing the project engineering design and quote Voice systems, Infrastructure networking, conduct POC and demos.
- Work with sales team and account managers on pre-sales activities towards in designing solutions to meet customer requirements which according to Avaya UC & Collaboration & CC Solutions.
- Preparation of required documentations (RFP, BOQ, RFI, P&L).
- Achievements:
    - Managed Voice and Contact Center projects inclduing Nielsen Company, Abu-Dhabi Islamic Bank, Renaissance Sharm Hotel, Awe Research Company, El-Ahly Club 6th October, John Crane, ICFI Corporation, Ideal Standard – Egypt, Citadel, Talaat Moustafa Company.
    - Managed the delivery of VOIP network connectivity between AWE Research branches (Egypt, Saudi Arabia, Tunisia and UAE).
    - Managed Network Infrastructure projects including Renaissance Sharm Hotel, Sabbour Consulting.
    - Designed and managed the voice and contact center project of Arab Bank (Avaya Aura Platform – 40 Branches) globally.

Dates	:	From Jan. 2012 till Dec. 2012
Employer	:	Alex Bank
Job title	:	Project Manager

Job Description	:	• Manage the delivery of the project complete lifecycle from aspiration through to operations.
		• Ensure that the project is delivered on time and meet business & technical requirements and is within the agreed scope and schedule.
		• Manage and monitor the project risk, budget and schedule.
		• Manage the team of the project and ensure the completion of tasks according to planned deadlines.
		• Maintain up to date documentation and status reports of projects and create a summary report upon finalizing the project phases.
		• Achievement:
		- New Call Center of Alex Bank including data center and voice calls routing, IVR and Avaya Voice System.

Dates	:	From Oct. 2010 till Dec. 2011
Employer	:	BTC Networks - Egypt
Job title	:	Voice Team Leader
Job Description	:	• Manage voice technical implementation team to ensure delivery in accordance with the order and schedule requirements.
		• Manage and engage with third party suppliers or maintainers as required.
		• Responsible to submit the low level design to the team for new projects.
		• Validate customer request and Design customer Dial plan and topology for implementation teams.
		• Ensure that the installation of System is fully operational and appropriately.
		• Proactively revise current procedures and tools to improve customer satisfaction.
		• Supervising in day to day operations and technical support activities.

Dates	:	From Nov. 2008 till Sep. 2010
Employer	:	BTC Networks - Egypt
Job title	:	Senior Voice Engineer
Job Description	:	• Resident Engineer for Vodafone Egypt, UK Account, responsible for installing and supporting the UK Offshore call center's VOIP network.
		• Perform on call cover as required outside of core hours.
		• Resolve the technical issues during the implementation.

Dates	:	From Oct. 2006 till Oct. 2008
Employer	:	BTC Networks - Egypt
Job title	:	Voice Engineer
Job Description	:	• Project Engineer, Site Survey, Installation, Configuration, Planning, Maintenance, Upgrade, Troubleshooting, Implementation, also Programming of Voice Systems and provide support of Avaya voice infrastructure to include TDM and IPT, voice routing design and configuration.
		• Provide in-depth onsite and remote technical guidance to Customers to ensure a successful deployment also diagnose and resolve technical issues.

- Achievements:
  - Installation and Configuration also upgrading Avaya voice systems including Marriott Renaissance, Exxon Mobil Egypt, Shell Marketing Egypt, Transocean, Apache Corporation, Toyota Egypt, Franke Factory, AFIA International, IFC (International Financial Corporation).

Field of experience :
- Network Infrastructure (UTP - Fiber - Coaxial).
- Wireless and Access points.
- IP Camera & CCTV and Surveillance.
- Avaya IP Telephony, VOIP and TDM, Contact Centers & UC and Collaboration.