Marwan Mansour

Born 1st of June ,1977
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Education

- Currently preparing for the Executive MBA (EMBA) Entrance Exam,**HEC** Paris www.hec.fr
- EMBA - Executive MBA , 2012 (On Hold and Postponed), ESSEC University in France, Paris, www.essec-mannheim.com , www.essec.fr
- Bachelor of Science in Computer Science, June 2003 (**C & E American University**)

Certifications

- Currently preparing for the Chartered Financial Analyst (CFA) Certification.
- Executive Education Short Program, September 2017 (**HEC Paris**)
- Agile Project Management, Beirut, November 8th 2014 (**AMIDEAST**)
- Project Management in Primavera P6 certification, July 27th 2011 (**CMCS Lebanon**)
- Leadership Development Program, Customer Satisfaction Project, (PIKASSO) Delivered by Professor Michael Brimm (**INSEAD**), Beirut, July 1st 2010.
- Project Management Professional **PMP, (**Preparation course), Nov 2008 (**AMIDEAST**)
- **Huawei** Certified DataCom Engineer, Nov 2006 (**Huawei Training Center in Egypt**)
- Microsoft Certified Systems Engineer Achievement (**MCSE**) (Courses Only), July 2005 (**New Horizons**)

Skills

- Project Management

Work Experience

- **August 2015 – May 2018 : Company: EBLA Computer Consultancy www.eblacorp.com Senior Project Manager – Kuwait & Qatar**

  Manage and maintain the projects implementation from the kick off till the go live.
  Main project's achievements were the following:

  Qatar Projects

  - **Council of Ministers (COM)**
    - Deployment and implementation of correspondence management system CMS & IBM FileNet.

  - **Ministry of Transport and Communication (MOTC)**
    - Continuing project activity for CMS rollout as G2G (government to government, in MOTC Cloud) for all ministries in Qatar.
    - Main ministries were but not limited to (49 Ministries) :
      - Qatar Olympic Committee (QOC)
      - Ministry of Foreign Affairs.(MOFA)
      - Ministry of Justice (MOJ)
      - Ministry of Finance (MOF)
      - Qatar General Electricity & Water Corporation (Kahramaa)
      - Ministry of Administrative Development Labor & Social Affairs (ADLSA)
      - Ministry of Municipality and Environment (MME)
      - Public Work Authority (Ashghal)
      - ....

- **Ministry of Education and Higher Education (MEHE)**
  - Customization and Implementation of IBM CMS.
  - Scope of work for 201 schools in Qatar for using CMS in Qatar with the coordination of MEHE.

- **Qatar Museum Authority (QMA)**
  - Deployment and implementation of correspondence management system CMS & IBM FileNet.

- **Ministry of Development planning and Statistics (MDPS)**
  - Project Scope Preparation for CMS & IBM FileNet customization and Implementation

- **Ooredoo**
  - Implementation and customization of IBM CS Desktop upgrade.

- **Family Consulting Center (FCC) - Wifaq**
  - Upgrade of IBM FileNet.

- **Ministry of Economy and Commerce (MEC)**
  - Deployment and implementation of correspondence management system CMS & IBM FileNet (Archive).

- **Qatar Cultural and Heritage Events Center (QCHEC)**
  - Deployment and implementation of correspondence management system CMS & IBM FileNet.

- **National Human Rights Committee (NHRC)**
  - Deployment and implementation of correspondence management system CMS & IBM FileNet.

- **Qatar Social Work (QSW)**
  - Deployment and implementation of correspondence management system CMS & IBM FileNet.

- **Internal Projects** for EBLA, projects were but not limited to:
  - **Microsoft Enterprise Project Management (EPM).**
  - **Microsoft Dynamics Customer Relationship Management (CRM).**
  - **Human Resource Management (HR System).**

Kuwait Projects

- **Ministry of Health (MOH)**
  - Customization and implementation of new website by using of MS SharePoint

- **Central Agency for Information Technology (CAIT)**
  - Pilot or POC for CMS usage, utilization around GCC (mainly between Kuwait & Qatar)

Other Projects

- **Libyan Investment Authority (LIA) - Libya**
  - Project Plan , Proposal preparation and verification for Internal Portal, electronic document management and archiving system by using MS SharePoint.

Summary of Main Roles & Responsibilities attained

- Manage and deliver MS and IBM projects.
- Ensure successful and on-time, on budget delivery of all projects in coordination with PMO and PSD. Success is also measured by customer satisfaction on the implementation and final result.
- Ensure efficient use of resources to meet project requirements.
- Facilitate communication as appropriate to all involved and "manage" the stakeholders.
- Track and report progress; including realistic forecasts of final target positions.
- Document, obtain approval from PSD, and track all changes in project parameters.
- Document all obstacles, delays, and claims.
- Handles communication with the customer.
- Make sure the project stays within its boundaries, and manage customer's expectations
- Set the goals and objectives with the team prior to start a project and ensuring they meet these goals.
- Close all project documentation and archive appropriate records.
- Using of EPM as Project Management Tool.
- Document lessons learnt for each project and utilize these lessons in new projects

➤ **November 2014 – January 2015 : Company: eProseed www.eproseed.com**
   Project Manager – Saudi Arabia

Lead and manage the project's activities, communications and management for the daily, weekly and monthly tasks monitoring and assignments. Activities were but not limited to the following projects:

- **Ministry of Interior (MOI) – Saudi Arabia**
    - Creation of BI reports and dashboard using Oracle OBIEE.
    - Gathering the information and assemble the data to have the master data MDM.
    - Generate and assign the access rights for the daily reports.

- **Municipality of Riyadh – Saudi Arabia**
    - Automation for the processes of the municipality and make them online and on mobile in order for clients to have an easier and direct access.
    - Integration for many applications and other like portal using the Oracle enterprise service Bus (ESB).
    - Identity access management definition and creation for the whole applications within the municipality and in communication with external parties like ministries in Riyadh.

➤ **October 2014 – November 2014 : Company: Opalwave www.opalwave.com**
   Program Manager – Lebanon

Manage all communications and activities related to the company, teams and external parties in many countries. Activities were but not limited to the following projects:

- **Wataniya Information system - Saudi Arabia**
    - Manage the reports generation and updates related to daily analysis using SAP Business Planning and Consolidation (BPC).
    - Assign the tasks to the developers team.
    - Monitor the scope and time of the project in coordination between all onsite and offshore teams.

- **Naghi Group - Saudi Arabia**
    - Daily coordination and communication with the client in order to have the customer satisfaction and make sure all tasks are running and based on scope of work (SOW).

- o Contract administration and support management for the reporting activities related to the financial analysis.

- **Ooredoo (Wataniya Telecom) – Kuwait**
  - o Contract administration and management according to requirements set by the client and in communication with the internal team of the company.
  - o Help in making daily, weekly, monthly financial reports for Billing and analysis of the company for all clients, expenses and other.
  - o Maintain the scope of work and manage the time.
  - o QA & QC - Quality assurance & Quality Control for all reports done.
  - o Manage the support activities with the developers and the client team by using many communication channels in order to fit all gaps of analysis.

- **Audi Bank – Lebanon**
  - o Management for the support daily activities by using all communication channels of the project reports and documents.
  - o Contract administration for the Finance Department reports.
  - o Generate financial reports as daily, weekly and monthly according to the need by the FICO department using SAP BPC.
  - o Master data analysis and preparation for the dashboards creation.

➢ **December 2011 – May 2014 : Company: Saudi Company for Hardware - SACO**
  www.saco-ksa.com
  Project Manager – Saudi Arabia

- Manage all the project activities & Communication from the kick off till the go live and post go live phases.
- Help the management for the technology selection which is **SAP www.sap.com.**
- Prepare the total cost of ownership (TCO) for the IT services and Projects.
- Study and organize all the needed requirements for the project.
- Write and create a specific strategy plan that will match the vision of the management.
- Empower and enhance the projects added value with a third party tools or application whether if it is HW/SW or other.
- Assessment for the tenders and bids in order to select the company who will do the implementation for the project. **TATA www.tcs.com** was selected as the implementer.
- Weekly, monthly reports and charts preparation updates about all plans.
- Handle the communication and the reports delivered to the consulting company which is **Ernst & Young** in Riyadh, **www.ey.com**

➢ **November 2009 – December 2011 : Company: PIKASSO www.pikasso.com**
  IT Project Manager – Lebanon

- Study and prepare the project's requirements based on the scope of work. Maintain and monitor the project's implementation according to the plan.
- Provide the Quality assessments for all projects and do corrective actions in coordination & Communication with all parties.

➢ **December 2008 – October 2009 : Company : Kabbara & Associates**
  www.kabbaraassociates.com & Telemobil (Zapp) (Member of Saudi Oger Group) -
  www.zapp.ro , www.saudioger.com
  Project Manager – Romania

- Manage all activities related to software implementation,communication, troubleshooting, preparing presentations, reports, and enhance applications output and design for different clients.
- Scheduling, prioritizing, and defining the deliverables for Telemobil (TM).
- Writing procedures and workflow for business analysis and planning purposes for (TM).

- Handle the communication and validation for all processes with the consulting company which is **Deloitte www.deloitte.com**.

➤ **March 2008 – November 2008 : Freelance Projects**
Networking and Systems Administration

- Manage all activities related to LAN/WAN, software implementation, troubleshooting and testing internet connections,
- Preparing presentations, reports, and enhance applications output and design.

➤ **July 2007 – Feb 2008 : Company : ATME Group (AspenTech Middle East & Advanced Technologies Middle East) www.aspentech.com/**
Business Consultant – Kuwait & Qatar

- Support all Advanced Technologies company pre-sales activities related to Microstrategy BI Application **www.microstrategy.com** to ensure clients technical buy in which includes but not limited to understanding of the clients requirements and business needs and therefore mapping offers that meets those clients needs and requirements.
- Development of strong relationship and trust with customers to understand customer's plan/requirements; and within ATME/Principals to leverage the wealth of ATME's overall expertise.
- Preparation of technical presentations for campaigns, and client visits. Preparation/coordination of remote presentations for the clients.
- Owner and responsible for Bid Sheets and Technical proposal delivery.
- Ability to demo relevant technologies and tools which requires deep technical knowledge of the related product. Respond to client questions and requests in timely fashion.
- Support Sales from opportunity initiation up to closure of deals.
- Always be up to date with ATME relevant business solutions. Team player and collaborate with the rest of ATME team, through team learning and information sharing.
- Communicate with the main partners within the group, partners were but not limited to: **accenture www.accenture.com** , **SIEMENS** (San Francisco & Dubai) **www.siemens.com** & **EMC www.emc.com**

➤ **Nov 2006 – March 2007: Company : Comium Services S.A.R.L www.comium.com**
Systems Engineer - Ivory Coast & Gambia

- Systems Integrations and Managed Services, coordination with the Networking team to build a new project using Huawei Technology **www.huawei.com** in addition to CISCO.
- Creating and testing multiple labs and contribute with the projects implementations.

➤ **July 2005 – October 2006 :Company: MAN Enterprise S.A.L www.manenterprise.com**
IT Administrator - Lebanon

- Managing and administering LAN, WAN operation using Windows & Exchange Server 2003.
- Designing Network Infrastructure Schemas and Security tools using CISCO Router & Firewall, and maintaining the Data transfer from local Site and all external Sites.

- **Jan 2005 – Apr 2005 :Company: Formatech www.formatech.com.lb**
  Training Consultant - Lebanon

  - Coordinates with the training department and maintains a good grasp on the entire line of training programs offered by the company
  - Coordinates with the Marketing Manager on all issues pertaining to market intelligence regarding major competitors and the training programs they offer
  - Prepares and delivers offers and follows up on these offers by providing all necessary requirements and replying to all potential client queries
  - Assists when required in any marketing activity undertaken by the company in the process of image promotion or public relations
  - Maintains proper statistics related to the sales activities
  - Prepares and submits to the Marketing Manager any and all required reports concerning the sales efforts.

- **Sept 2004 – Dec 2004 :Company: Compudata – Orange Accounting.**
  www.orange-2000.com
  Quality Assurance & Technical Support - Lebanon

  - Orange software implementation, debugging,and testing,including data validation.
  - Backup and restore operations , support for Orange customers, identifying and resolving problems, customizing reports , and reporting program bugs to developers.

- **DEC 2003–July 2004 :Company: CONDAS International www.condas.net**
  System Administrator & Developer - Visual Basic 6.0 and SQL Server - Lebanon

  - Resolving network and hardware problems, handling backups and software installation, hardware purchasing and maintenance follow up.
  - Project coordinator with the software company (**CTServ**), analysis and design, defining schema diagrams, defining new requirements , testing and implementing new features in coordination with CTServ developers.

Languages
Trilingual English , French , Arabic.

Activities
Tennis & BasketBall.

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