Haitham Rifaat Abdel Kawy Hussein

PERSONAL INFORMATION:

Name   **:** Haitham Rifaat Abdel Kawy Hussein

Place of Birth   **:** Alexandria, EGYPT

Home Address   **:** 479 El Horria Avenue, Bolkly, Alexandria, Egypt (ability to reallocate)

Mobile   **:** USA +1 585 252 2212 – Egypt +2 0100 222 4561

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CAREER OBJECTIVE

To work in a dynamic/established company in IT related strategic role (IT director, IT manager, project manager, solution architect, development manager, or functional/technical/pre-sales consultant) on consulting, development, or operations. Preferably working in IT or retail/supply chain industry, but open to other industry, challenge and opportunities.

SUMMARY

A results orientated expert who has excellent management skills, and a performance record for building strong customer focused solutions across a variety of commercial and public sector environments in addition to supporting business objectives by defining and coordinating business strategy to deliver operational excellence with innovative use of technology with a proven successful record of market analysis across different services sectors in Europe, Middle East, and Central America using various technologies along with strong background in project management (PMP) and Marketing & Communications.

EXPERIENCE HIGHLIGHTS

• Wealth of experience in business developments, project management along with PMI Project Management Professional (PMP) training.

• Successful experience in Project Management, Program Management, and Portfolio Management within IT and IS domains and Consulting, business process, pre-sales, development, documentation, testing, Logistics, and Manufacturing industries, led and managed Project Management Offices (PMO), multiple projects and teams, enterprise-wide initiatives, and large-scale ERP and EPM system implementations.

• Hands on experience on project estimating and scheduling, risk assessment and management, problem solving, personnel supervision, change management and project integration. Also, setting up project teams to meet the needs to process reengineering.

• Provided communications and budget services to the Regional Readiness Director and Projects Lead.

• Hands on experience with project managing, building executive communications & stakeholder engagement plans, marketing communications, business metrics & area performance analysis and budget support.

• Strong ability to prepare letters of interest, technical proposals and RFPs, and POC; reviews and evaluations of technical and financial proposals.

• Excellent analytical/problem-solving skills, self-initiative and fast to learn new skills/technologies, resourceful, committed, and smart-worker.

WORK and TRAINING HISTORY

Regional Solutions Consultant, **International Government Sector (IGS)**	**October 2009 – October 2011**

Company: AECOM.
Website: www.aecom.com
Location: 4840 Cox Road, Glen Allen, VA 23060, United States.
Responsibilities:

- Work with Government Authorities in the North African Region as Information Technology Infrastructure Consultant to define, evaluate and cost management for $1.2 Billion Regional Projects.
- Develops and directs implementation of IT systems and services for international location in coordination with the corporate requirements inclusive of the alignment with the corporate Electronic Program Management (ePM) systems.
- Selection, recruitment, training, motivating, and mentoring of nine team leaders.
- Maintain effective working relationships with assigned corporate clients.
- Communicate proactively with clients regarding product and program information, supportability issues, and strategic plans where appropriate
- Managing support relationships for client, including,
    - Service delivery management
    - Regular status and communications
    - Escalation and management of client issues
- Operations Strategic Review Engagement
- Operations Assessment and Technical Management:
- Manage the client technical support requests
- Work with management to manage politically sensitive issues impacting either the client business or impacting corporate relationship with the client.

Information Systems Online Consultant	**February 2008 – October 2009**

Company: Gerson Lehrman Group.
Website: https://councils.glgroup.com/
Location: Austin, Texas 78701, United States
Responsibilities:

- Provide online consultancy for GLG clients worldwide from different IT Infrastructure prospective.
- Manage Business Continuation/DR infrastructure remediation projects.
    References: [(Booz & Co, Paris), (Apple Inc. , Cork), (MAERSK, Alabama)]

International Security Management - Global Operations (Team Leader)	**January 2008 – October 2009**

Company: Orange Business Services - France Telecom
Website : www.orange.com
Location: City Stars Complex, Cairo - Egypt.
Responsibilities:

- Conducts security risk assessments and security violation investigations and recommends action to be taken.
- Global Network Disaster Recovery planner (France Telecom against Swine Flu).
- Determines data ownership and responsibility. Establishes data security classifications. Coordinates security issues, concerns and potential problems with IS management and Legal and City Auditor Departments.
- Designing and implementing Firewalls configuration, VPNs, encryption, intrusion detection and prevention, remote access security, Wireless security, and penetration testing.
- Audit assigned ITIL process and manage advisory boards of ITIL process.
- Conduct and document security assessments and understand and assess governmental and regulatory compliance requirements.

Customer Service and Operations Team Lead	*October 2006 – January 2008*

Company: Orange Business Services - France Telecom
 Website : *www.orange.com*
Location: City Stars Complex, Cairo - Egypt.
Responsibilities:

- Lead Customer Service and Operational activities for a number of established accounts based in West Europe with multiple international subsidiaries
- Member of the Account Business Unit management team
- Accountable, provide effective leadership to cross functional teams responsible for the control and direction of all contracted customer services in the post-sales & operational environment.
- Achieve a high level quality of service and customer satisfaction for all implemented Orange and third party services.
- Proactively identify and scope opportunities for service enhancement providing customer cost reductions and greater value to the customer;
- Identify & drive innovation for cost effective optimization
- IT business alignment
- IT Governance, program Life-Cycle Management
- Risk Analysis, costs and budget definition
- Leverage new & drive improvements in existing processes.
- Identify & drive proactive and reactive service initiatives

IT Specialist	*October 2004 – October 2006*

 University: Arab Academy for Science and Technology
Website : *www.aast.edu*
Location: Alexandria, Egypt.
Responsibilities:

- Lecturer for undergraduate courses; Internet Applications, E-Business, Computer Networks Fundamentals, Microsoft Project 2003, and Information Technology.
- Responsible for a managed set of strategic business partners to develop and grow joint revenue, build exec relationships, deepen adoption of Microsoft technologies within Partners' customer base, identify net new revenue, deliver joint new marketing campaigns and liaise on a daily basis to deliver against mutual goals to be a trusted advisor and key evangelizing across the business via key stake holders of the partner's capabilities and skills.

Junior Network Engineer (Internship)	*July 2001 – August 2001*

Company: *SUMED petroleum company*
 Website: *www.sumed.org*
 Location: *Alexandria, Egypt*.
 Responsibilities:
Perform functions such as designing and enhancing the network, evaluating and developing implementation plans, and helping with implementation of various systems on the network.

EDUCATION

1999-2004: Bachelor of Computer Engineering, Faculty of Engineering, Arab Academy for Science and Technology (AAST).
2004-2006: Master study of Information Systems (Major of Networks), Faculty of Computing & Information Technology, Arab Academy for Science and Technology (AAST).
2009-2011: Post Graduate Masters – International Business Administration, Faculty of Business, New York University (NYU).

PROFESSIONAL CERTIFICATES

- IBM Cloud Computing Infrastructure Architect V1. (2011)
- EMC Cloud Architect (EMCCA 2011).
- Cisco Certified Internetworking Expert Wireless Network Track (CCIE Wireless) (in progress).
- Microsoft Certified Information Technology Professional 2008 (in Progress).
- Certified Information Systems Security Professional (CISSP) (2009).
- Cisco Certified Security Professional (CCSP) (USA 2009).
- Sun Certified System Administrator (SCSA) (Cairo 2009).
- Cisco Certified Cisco Information Security Specialists (Cairo 2008).
- Cisco Certified Internetwork Professional (CCIP) (2008).
- Cisco Certified Network Professional (CCNP) (2007).
- Microsoft Certification for System Engineer training program (MCSE 2003) (Cairo 2004).
- HP Open View - Network Node Management (NNM) (Cairo 2007).
- Information Technology Infrastructure Library Fundamentals (ITIL) (NTI – Cairo 2007).
- Oracle program for Administrating Oracle 10g (Cairo - 2007).
- Cisco Certified Network Associate (CCNA) (Cisco - 2007).
- E-Commerce Certified Consultant (USA 2006).
- International Computer Driving License (ICDL) (UNISCO 2005).
- International Computer Driving License (ICDL) Certified Tester (UNISCO 2005).
- Microsoft Certificate of Achievement .NET university Program (Microsoft 2004).
- Certificate of best scientific investment for the year 2004 all over Egypt (ERTU 2004).
- Certificate of best scientific Encouragement for the year 2004 (AAST 2004).
- Certificate of Encouragement in Social activates 2004 (AAST 2004).

PROFESSIONAL ACHIEVEMENTS

1. **Participate in Robot Contest 2004 (Robocon 2004) and got:**
   - The best scientific investment certificate in all over EGYPT.
   - Ranked number four in all over EGYPT.
   - Scientific encouragement certificate for 2004 from AAST.
2. *Trainer of ("C" Programming Language)*
   - Trainer for trainees at university of Damanhur at EOI (Egyptian Olympiad in Informatics) and AOI (Arabian Olympiad in informatics).
3. **Orange – France Telecom Employee of the Second Quarter (2008).**

LANGUAGE SKILLS:

Arabic: Mother Tongue.

English: Fluent (Reading, Writing, and Speaking).

French: Good (Reading, and Speaking).