Khaled Ibrahim AlZahhar

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Objective

Desire to join a fast-paced growing firm that offers a constructive workplace to develop brand strategies, initiate strategic alliances, promote new products, and interact with new clients to develop sustained business for the organization.

Career Summary

Information Technology Project Manager - with eight years of proven experience in handling vast enterprise projects and products, ERP systems implementations, SAP implementations, IT infrastructure, data management, strategic planning, disaster recovery plans, business planning, IT governance creation, IT business transformation, and cooperation with internal-external clients. A dedicated Servant Leader who can collaborate with large teams of technically qualified personnel in direct support. Possess excellent analytical thinking, problem-solving, active learning, interpersonal skills, and critical thinking. My current objective is to apply my business and technical knowledge on running projects and products as per my skills to help lead our organization to learn as far as we go to a new level of success by applying agile project management and guiding teams toward a new age of advanced technology to achieve high career growth through the continuous learning process and keep me Adaptive, visionary, and competitive with the changing worldwide.

Work Experience

- **Cubix** **(Dubai. UAE)**
  Software Development Project Manager (June. 2020 – Present)

- **Zabeel Institute** **(Dubai. UAE Virtual Online Training)**
  Authorized Training Partner (ATP) (Feb. 2021 – August 2022)

- **Al Zarooni Group** **(Dubai. UAE)**
  IT Business Development Manager (March. 2018 – June. 2020)

- **Etisalat Business Services UAE** **(Dubai. UAE)**
  Customer Project Manager (March 2016 – March. 2018)

- **Egyptian Army** **(EGYPT)**
  Head of Selection and guidance Dep.
  at General Command of the Special force Units (Jan 2015 – March 2016)

- **VIS "Vodafone international services"** **(Cairo. EGYPT)**
  "Operation Manager" UK Region (Oct 2013 - Jan 2015)

- **Ecco Outsourcing** **(Cairo. EGYPT)**
  CSM "Customer Service Manager" 888 Account (Jan 2012 - Oct 2013)

- **Wasla Outsourcing** **(Cairo. EGYPT)**
  Customer Service Representative "888 Account" (Jan 2010 – Jan 2012)

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Summary

- Profile: Male,31, Married
- Nationality: Egypt
- Current Location: Dubai, UAE
- Driving License: Issued in UAE GCC- Egypt   (Employment Residence Visa valid till May 2023)

Education

● **Bachelor (BSc/BA), Management Information Systems, GPA VGood - Aug 2014**
● **Executive MBA Hult International Business School (Dubai) - Part-Time - Oct 2023**

Other Course & Certificates

- ***MBA in Project Management, in processing**
- **Scrum Master**
- **ITIL V3**
- **Transitioning from Waterfall to Agile Project Management**
- **Master Agile Software Development**
- **Prepare for the PMI ACP Certification**
- **Six Sigma Yellow & Green Belt**
- **Agile Software Developer**
- **Agile Project Manager**
- **And more than 98 More IT & Management Course and Certificates with over 150+ Credit Hours.**

Skills

Skills Summary

Project Management:	IT Project Lifecycle:	Value-Added Leadership:
● Custom Software Development	● Requirements Analysis	● Cross-Functional Supervision
● Systems Engineering	● ROI Analysis	● Team Building & Mentoring
● System Migrations/Integrations	● Costing & Budgeting	● Client Relations & Presentations
● Enterprise-Wide Implementation	● Project Scheduling	● Business & IT Planning
	● Testing/QA/Rollout/Support	● Vendor Management

Professional Skills

#Communication #Collaboration #Interpersonal Skills #Negotiation #Persuasion #Project Management #Research & strategy #IT #Creative #Problem-solving #Leadership #Time Management #Analytics #Transition planning and support #Change management. #Release and deployment management #Knowledge management #Service validation and testing #Measurement and reporting #Information security management #Service design

Technical Skills

OS: #MacOS #MS-Windows Desktop #Windows Server 2003-2008 #Ubuntu #CentOS #IOS #Android

Computer & Networking: #Computer Hardware implementing and troubleshooting #Maintenance #Networking #Wireless Networking #Avaya #Grandstream #MikroTik #UniFi#Cisco.

Sys-Admin: #VMware #SQL Server #Active Directory #Microsoft Office 365 #RDM #AnyDesk

Office Environments: #Outlook #Advanced Excel #word #Power Point #Keynote #Social Networking

Design and Editing: #Photoshop #Lightroom #After Effects #Final Cut #Premiere Pro CC #Powerdirector #Pinnacle Studio

Others: #CSS #Dreamweaver #Edge Code CC #minecraft #Scratch #Python #Maker #Robotics

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Representative Projects

- **Systems Engineering:** Led design and multinational rollout of robust, scalable and secure electronic data interchange (EDI), enterprise resource planning (ERP) and point-of-sale (POS) systems for clients including Rotana, Novotel, Belremaitha and Berlin Health Care Hospitals.
  Results: Completed projects up to two months ahead of schedule, under budget and to universal client acclaim.

- **Custom Software Developments:** Managed all phases of the software development lifecycle (SDLC) for custom solutions.
  Results: Delivered industry-leading software that saved clients' investments, shortened processes from weeks to minutes, captured market share, and improved annual revenues.

- **Database Developments:** Guided teams in the development of relational database management systems (RDBMS) for clients including Berlin Health Care Hospitals, Belremaitha Sports Club, Saudi German Hospital Dubai and Happy Fun LLC.
  Results: Improved the consistency, recoverability and accessibility of data.

- **System Integrations/Migrations:** Project-managed large-scale initiatives involving the transition of programs to new platforms and the merger of disparate systems from acquired client companies.
  Results: Achieved seamless migrations and integrations that were transparent to client customers, accomplished with no unscheduled downtime and delivered by as much as 150K under budget.

- **Enterprise Implementations:** Directed global rollouts of new software and systems for Many clients including Redbull, Zam Zam Restaurants, ALARQAM PRIVATE SCHOOL and Alrushed American School.
  Results: Ensured defect-free releases through careful planning, testing and QA efforts.

Brands & Technology, I used in previous projects

I Hope That I may have the Honor of Being One of Your Team

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