

Hany Taha Saqr (DBA, MBA, PMP®)

Project / Program Manager | Service Delivery Manager

Why Me?

I'm 41 years old Egyptian Male, was born and currently live in Cairo Egypt. I have 14+ years of passionate experience, in-depth hands-on in the IT industry as a **Program Manager**, Resource Manager and as a **Service Delivery Manager** has a strong wide experience, noticeable success in delivering the services across multiple teams and functions to build infrastructure integrated solutions that provide more value than the sum of their parts. **In-time** to meet the **business plans**, will add a value to your **operations**, and **profitability**. Where I successfully delivered 700+ up and running services to my clients and supervised 30+ technical consultants to deliver hundreds of projects. The experience you do not want to miss.

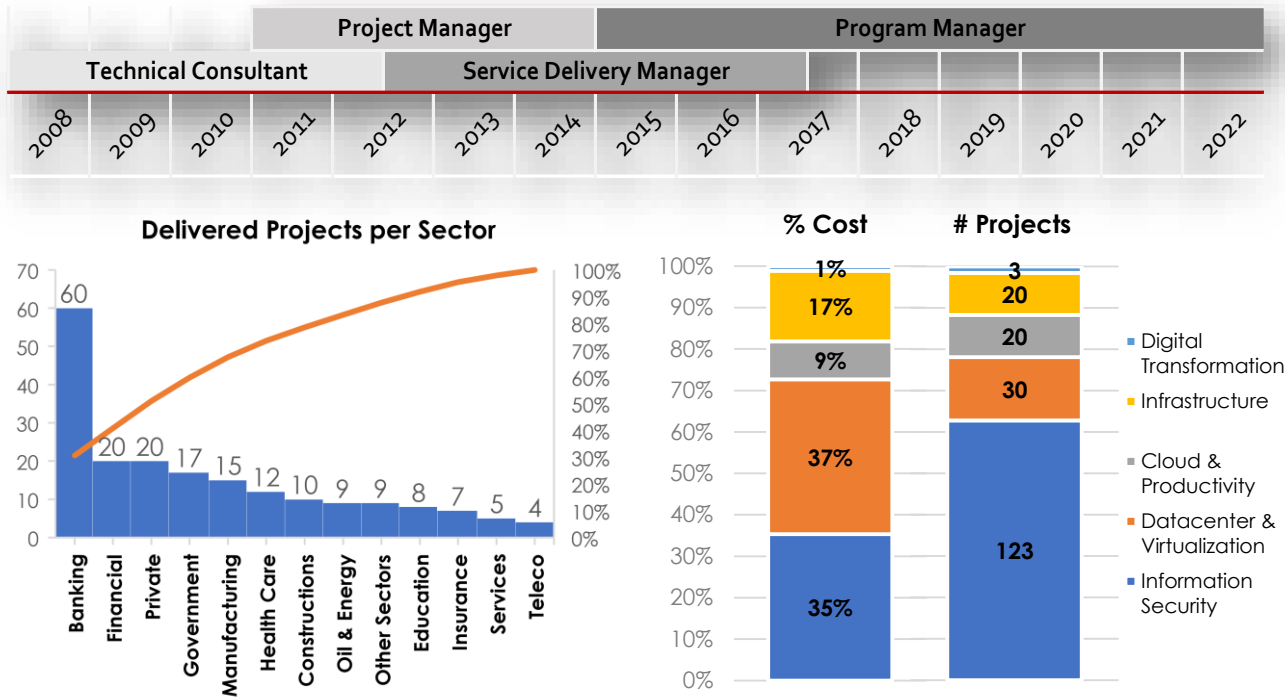
Work Experiences

<p>Nov-2018 Sr. Project / Program Manager (at Nile.Com) (Current) - Validate Projects documentation. Coordinate resources. Ensure Projects are delivered on time, within the scope, and within budget. - Develop a detailed project plan. Monitor progress. Managing stakeholders (A, B and C), scope, procurement, reporting, documentation, changes, risks, invoicing, collection, to the closure - Manage and control projects governance and maintain updating and tracking KPIs aligned with the business objectives and customer values</p> <p>Jul-2015 Service Delivery Manager (at Nile.Com) + Program Manager & Technical development manager role Manage stakeholders, plan service delivery with the project team, plan for the projects schedule, budget, risk management, execution, conflicts, while monitoring the team performance. Verify the deliverables quality, Program integration, Risk, Schedule, cost, cashflow & budget, Resources Capacity & development.</p> <p>Jan-2013 Resource Manager (at Nile.Com) + TDM role & acting as Customer Service Manager Manage technical team allocation to the engagements and meet partners technical and certifications requirements, team capacity and readiness. While monitoring the team schedules, utilization, efficiency, workload across the year and resolve resource conflicts.</p> <p>Jan-2012 PMO Manger (at Nile.Com) + Project Manager + UC/Voice Infrastructure Consultant Process re-engineering and workflow optimization, Quality Management and renounces Planning, Develop, integrate, and maintain projects processes, docs templates and system & Contracts / SLAs Management.</p> <p>Jan-2011 UC/Voice Consultant (at Nile.Com) - UC solutions, Microsoft, Cisco, Exchange, Sounus, NET, voice and media gateways, Polycom, IP Phones, - Prepare projects documentations templates and system. - First and second level of escalations for all Projects - Assure Projects process is followed (Quality Control) - Assure clarity of proposals, SOW and budget</p> <p>Dec-2009 UC/Voice Specialist (at Nile.Com) UC solutions, Microsoft, Cisco, Exchange, Sounus, NET, voice and media gateways, Polycom, IP Phones, and integration with PSTN and variance PBXs.</p> <p>Jan-2008 Systems Engineer / Product Specialist (at IP Magix) MS infrastructure services and Voice over IP, Voice and media gateways, Cisco CUCM, Unity, MS OCS, Exchange, VoIP, FoIP Solutions, Asterisk and 3CX.</p> <p>Jan-2007 Systems Administrator (at Al-Bostany Real Estate) Maintain DC, DNS, File Services, Backup, OS Deployment.</p> <p>Jan-2006 Project Coordinator (at Supreme Council of Universities) Higher Education Enhancement Project HEEP - Coordinate and communicate between the project managers and the program manager,</p> <p>Jan-2003 Help Desk/ Technician (at SCC - Ain Shams University ASU) Training Labs maintenance and PC preparation (HW and SW)</p>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center;">Projects Y16-21</p> <p>123 Information Security 30 Business Continuity 20 Cloud & Productivity 20 Infrastructure</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center;">Certifications</p> <p>DBA, MBA, PMP, MCITP, MCSA, MCTS, MCP, IC DL.</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center;">Training</p> <p>PMP, Agile, Scrum, ITIL, VoIP, CCNA MCITP, MCSE, MCSA, MCTS, MCP, IC DL.</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">Skills</p> <p>Scope, Time & Cost ●●●●● Process Optimization ●●●●● Partners Mgmt. ●●●●● Comm. Mgmt. ●●●●● Quality & Risk Mgmt. ●●●●○ Stakeholders Mgmt. ●●●●○</p> </div>
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Education

- 2022:** DBA Doctor of Business Administration – from IBSS (GPA: 3.24)
- 2019:** MBA Master of Business Administration – from IBSS (GPA: 3.87)
- 2006:** B.Sc. Bachelor of Agricultural Science – from ASU (Grade: Pass)

Experience Summary



Key Vendors – out of 50+ [Y2016-2021]

- 123 Information Security Projects:** Fortinet, Nexthink, Micro Focus, Trend Micro, Kaspersky, FireEye, Skybox, LogRhythm, SolarWinds, F5, Mobile Iron, Workspace One...
- 30 Business Continuity Projects:** Hyper-V, VMWare, Nutanix, Dell, Lenovo, Veeam, ...
- 20 Cloud & Productivity Projects:** Microsoft Azure, Office 365, Exchange, Skype for Business, SharePoint...
- 20 Infrastructure Projects:** Citrix, Microsoft, VMWare, IBM, Lenovo, Dell, ...

Key Customers – out of 500+ [Y2016-2021]

- 60 Banking Projects:** Central Bank of Egypt, Al-Ahli United Bank, Misr Banque, National Bank of Kuwait, Qatar National Bank, Abu Dhabi Islamic Bank, and other 15 Banks
- 20 Financial Projects:** Network International, Egyptian Banks Company, CI Capital Holding, Global Corp, Corporate Leasing Company, Al-Tawfik Leasing Company, Basata Micro Finance, ...
- 9 Oil /Energy Projects:** EDRA Energy, Kuwait Energy Company, Pharaonic Petroleum Company, Egyptian Drilling Company, Egyptian Maintenance Company, Belayim Petroleum, ...
- 17 Government Projects:** Mohamed-Ben-Rashid Space Center, Dubai Airport Free Zone, Dubai Customs, Dubai Duty Free, Dubai Economic Development – DED, Dubai Petroleum Establishment, Abu Dhabi Tourism &

Remarked Programs Managed

Abu Dhabi Islamic Bank – ADIB UAE	Network International – NI	Central Bank of Egypt – CBE
Upgrade 200+ Windows Server OS 2008 to 2016, including the whole applications hosted on these OSs upgrade, within 4 data centers in one year.	The first in EMEA O365 to O365 Migrate and merge. The project objective was to merge 3 tenants, migrate its contents to one tenant with 4 Active directory forests, for ~2000 employees accounts.	Upgrade ~2000+ bank clients OS from Windows 7 to 10. The project contained a mixture of in place upgrade and new installation with stakeholder's and risk management.