

AHMED FARAG

LEADER: PARTNER / CUSTOMER ENGAGEMENT, DELIVERY, PS/PMO

CONTACT

✉ ahmed-farag81@hotmail.com
☎ +966547550120 +201121122244
🏠 7136 Alnahda Road 5065,
ArbRabwah Dist., 12816
Riyadh, Saudi Arabia

■ PgMP® #2239133

■ PMP® #1744361

SKILLS

PROJECTS MANAGEMENT SKILLS

- Budget Preparation
- Finance, Risk management
- Team Management
- Change Management
- Work Schedules Software
- Technical Reporting
- Resource allocation
- Project Evaluation
- Project management tools & techniques
- Organizational savvy
- Cross Functions Teams Management

STRATEGIC ACCOUNT MANAGEMENT SKILLS

- Client Relationship Building
- Needs Analysis
- Customer Retention Strategies

ABOUT ME

Boasting over 15 years of leadership in project, program, and portfolio management, I am a seasoned authority in the delivery of comprehensive professional and managed services. My acumen spans the full spectrum from network and infrastructure projects to application development, adeptly managing every phase from conception to closure with a focus on both professional services and managed services models.

My extensive experience has been leveraged to drive success in responding to tenders, developing proposals, navigating RFP processes, and enhancing sales through strategic support activities. Expert contract management has been a consistent theme throughout my career, ensuring profitable and compliant project execution.






In the realm of Relationship Management, my expertise has been cultivated in diverse environments, including Service Provider, Enterprise, and Public sectors. This experience has established me as a keystone in forging enduring relationships with clients and stakeholders, cementing trust and partnership.

Strategically, I have honed a balanced approach to project, program, and portfolio management with a keen eye on service delivery excellence. I navigate resource allocation with precision, ensuring operational constraints are masterfully managed to support project requirements. My management style is characterized by a meticulous focus on budgeting, planning, execution, risk management, governance, operational management, and adherence to Total Quality Management (TQM) standards.




At the forefront of PMO leadership, I drive the development of robust standards, processes, and procedures that underpin successful service delivery. This strategic direction is harmoniously aligned with established project and operational management methodologies, ensuring a seamless integration of project management disciplines across the organizational fabric.

My leadership has been instrumental in the fruition of multimillion dollar projects, delivering not only on financial targets but also on strategic business outcomes. This comprehensive approach to managing and optimizing budgets has been critical in realizing substantial profit margins and exceeding both operational and client expectations.

COMMUNICATION SKILLS

- Deliver Clear Instructions 
- Ability to provide information regarding tasks, plans, schedule, strategies and org structure to stakeholders. 
- Encourage Collaboration 
- Inspire Trust 
- Influence Outcome 

LEADERSHIP SKILLS

- Sound judgment 
- Provide vision 
- Provide direction, coach/mentor team, 
- issue & conflict resolution, and effective decision making 

PERSONAL SKILLS

- Characteristics skills 
- People management skills 
- High energy, highly motivated, and a self-starter person 
- Leadership with ability to adapt with multi leadership styles 
- adapt and deal with situations 
- manage everyone's expectations 
- Ability to say "No" 
- Ability to stay calm under pressure 
- Ability to take responsibility for failures 

EXPERIENCES

MANAGER, CUSTOMER SUCCESS, SERVICES PARTNER, PS

A10 Networks | Since October 2019 | Riyadh | Saudi Arabia



- Lead client's onboarding experience, adoption, and expansion across a range of relationships
- Develop a strong partnership with customer shareholders, channel partners, and executive sponsors to drive product adoption
- Gain a deep understanding of typical business challenges faced by our customers to appropriately map features in their security environments
- Establish relationships with customer executive sponsors, speaking on a frequent cadence to strengthen relationships while uncovering new opportunities
- Monitor key performance metrics like customer satisfaction, renewal rate, upsell/cross-sell lead identification, reference-ability, renewal likelihood, adoption, consumption, and customer engagement
- Working with project partners and A10 PS team to determine the project organization chart and the needed business resources
- Working with project partners and customers, to ensure the definition of project scope, requirements, and deliverables
- Develop the deliverables time lines and works project plan (live documents), using the appropriate tools (MS project & anasa)
- Assign tasks and individual responsibilities to PS team
- Apply A10 policy and methodologies to guarantee successful delivery and best utilization for resources
- Minimize and mitigate project risks
- Track report time cards submission for the team on weekly basis
- Track and follow the project documentation life cycle to avoid any delay or missing in delivery
- Develops statements of work, WBS, and overall project
- Manages day-to-day operational aspects of projects, including scope, schedule, budget and quality schedule
- Ensures project documents completed and archived as per the plan/policy
- Monitors project's receivables, invoicing, and revenue recognition.
- forecast projects margin, profitability, and invoicing/billing plans and timelines
- Create and approve the PS statement of work an Owen the negotiation phase with customer/partners
- Support the sales team with PS SOW and the necessary quotes during the sales phase
- Coach the PS team and lead them during the delivery phase for all services that under A10 SOW
- Follow the targets trainings and certifications path that should be achieved from PS team side

SR. DELIVERY EXPERT, HEAD OF PMO & DELIVERY UNITS

midis GROUP | January 2013 to October 2019 | Saudi Arabia



- Analyze projects profitability, revenue, margins, bill rates, and utilization
- Build and maintain a good relationship with internal and external stakeholders, ex: Customers PMs and Directors, internal and external delivery Managers, and vendors accounts and SE managers
- Formulate, organize and monitor inter-connected projects of varied team size and varied technologies in time, budget and in line with quality standards in compliance with PMI methodology, Realize change (i.e. organizational, infrastructural and/or application, in- and outsourcing, bids).
- Accountable to meet financial objective directed from C-Level management, resource economic, and margin enhancement.

TOOLS AND TECHNOLOGIES

■ Technical Tools Proficiency (MS Project & ASANA)	<div style="width: 100%; height: 10px; background-color: orange;"></div>
■ Presentation Tools PPT	<div style="width: 100%; height: 10px; background-color: orange;"></div>
■ MS Planner	<div style="width: 100%; height: 10px; background-color: orange;"></div>
■ Sales Force	<div style="width: 100%; height: 10px; background-color: orange;"></div>

EDUCATION

February 2000 to February 2005 - **Bachelor Degree** - Alexandria University, Faculty of Engineering
Bachelor Degree, telecommunication and electronic engineering.

- **Certified**
PgMP® - License 2239133

- **Certified**
PMP® - License 1744361.

- **Certified**
Huawei - RNC and NodeB.

- **Certified**
CCNA

- **Certified**
Motorola - MESH MEA (Mesh Enable Architecture)

- Management Consulting to help the clients runs a program for multiple related projects.
- Assess program performance and aim to maximize ROI
- Helping to identify, pursue, and close strategic business development opportunities while continually driving add-on business within existing accounts.
- Effective in fostering executive level relationships.
- Maintain awareness of new and emerging technologies and the potential application on client Engagements
- Reviewing the phase-gate deliverables and obtain the required approval.
- To lead the project teams. (comprising: Network Operations, Design, Implementation, and Resourcing projects)
- Project's Profit and Loss
- Resource management, utilization and performance evaluation
- To manage the technical and business relations with the client representatives
- To ensure customer satisfaction
- Project Scope analysis: time and resource requirements
- Develop project processes, policies and procedures.
- Risk Management

PROJECTS TEAM LEADER

System | January 2010 to January 2013



- Attend client meetings and assist with determination of project requirements.
- Assist the Project Manager in the drafting and issuance of project proposals, budgets and preliminary schedules.
- Track the progress and quality of work being performed by disciplines / streams.
- Maintain customer and vendor's relationships.
- Communicate ideas and solutions for improving company processes with a positive and constructive attitude, and for developing this attitude in others.
- Swap all the existing 3G non-HUAWEI equipment in the Alex regions with HUAWEI ones.
- Roll-out new 2G sites [200 sites] to increase their network coverage using HUAWEI equipment.
- Roll-out new 3G sites [300 sites] to increase their network coverage using HUAWEI equipment.

TELECOM ROLLOUT ENGINEER

Huawei Technologies Co., Ltd | December 2007 to December 2009



- Planning for the 3G target in Alex region with the customer
- leading and follow up the teams during work to support them against any problem may affect the target
- Getting the latest version of software of different types of Node B from 3G department in regional office of Huawei and teaching it to local staff and sub-contractors in Alexandria
- Manage , follow up and control the Project Implementation from end to end.
- Manage the logistics issues.
- Control and manage the Project Quality
- Weekly reporting and meeting with the customer.
- Manage the Project Invoicing.-Manage the technical aspects with the technical engineers (Operator & Huawei)

COMMUNICATION ENGINEER

Alexandria Port Authority | February 2006 to November 2007

- implement and managed of MESH MEA Wi-Fi routers and access points.
- implement and manage CISCO devices (routers and switches).