

EXPERT ID
STAFF-8

KONTAKT

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PROFILE AVAILABILITY



PROFILE INFO

Gender Male
Born on 1970
Status Employed
Location Germany
Time Zone UTC+01
Experience 26 Years

EDUCATION

1997 - Engineer's Degree
Engineering Diploma -
Electrical and Information
Technology (DAAD
Scholarship).

LANGUAGE SKILLS

English Full Professional
German Full Professional
French Professional Working
Arabic Native/Bilingual

LEAD PROJECT MANAGER

Product Manager | Scrum Master |

Summary

I am an IT and Business Consultant with a strong technical background and extensive experience in product and project management. Originally from Tunisia, I came to Germany on a scholarship from the German Academic Exchange Service (DAAD). In 1997, I proudly graduated from the Technical University of Munich with a degree in Electrical Engineering, specializing in IT. With a certification as a project manager and programming experience spanning from 1992 to 2005, I possess a deep understanding of IT systems and the ability to successfully manage projects from start to finish. My focus is on achieving project goals while prioritizing customer interests. I bring value through expertise in structuring and quality assurance, fostering strong relationships with suppliers and partners to drive successful outcomes. Even in high-pressure situations, I remain composed and focused, consistently surpassing expectations. My intercultural competence, leadership skills, and ability to build high-performing teams have allowed me to exceed client expectations. I am dedicated to delivering exceptional results and establishing long-term partnerships.

Skills

Coding Languages and Protocols

C#
.NET
C++
Java

General Skills

UML

Management Consulting

Budget Management

Process Frameworks

PMI
Portfolio Management
SAFe
Kanban
Scrum
Product Management
Project Management

Tools and Platforms

Power BI
Tableau
Jira
Confluence
Microsoft Office

Certificates

2010 - PMI Disciplined Agile Senior Scrum Master (DASSM) Certification

PROJECT REFERENCES

07/2018 - Today

German Mobile Network Provider
Telecommunications

05/2016 - 12/2016

International mobile network provider
Telecommunications

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IT Project Manager, Product Owner

Development and implementation of a company-wide, Jira-based and collaborative project management platform to effectively plan, monitor and control the customer project portfolio. - The following PM tools have already been developed and successfully introduced:-

- Portfolio Management (prioritization, budgeting, delivery planning)
- Project Handling Plan (PSP)
- Earned Value Management
- Risk and Issue Management
- Budget Management
- Change Management
- Cost and Capacity Planning
- Automatic creation of all reports and monitoring dashboards in Tableau - KEY RESPONSABILITIES
- Capture, consolidation and documentation of stakeholder requirements
- Technical leadership of a PM expert team for the creation of the technical solution
- Management of an own agile development team (10 developers)
- Acceptance of all deliveries on behalf of the customer
- Commissioning of the platform
- Training and coaching of more than 70 involved IT project managers and PMO employees

Migration Readiness Team Lead

- Migration of various prepaid brands with a customer base as part of the merger of two mobile network operators. - The Migration Readiness Team was tasked with a staff function to achieve the following main objectives: -

- Quality assurance
- Capture all dependencies and solve planning and content conflicts
- Introduction and implementation of additional quality assurance measures
- Ensure the successful commissioning of all Prepaid migration paths
- Capture all technical and business processes. - KEY RESPONSABILITIES
- Capture and review all IT delivery artifacts, distributed across more than 350 sub-projects
- Creation and update of the IT commissioning plan together with the PLs
- Organization and coordination of process, use case, design walkthroughs
- Identification and documentation of key processes and IT deliveries
- Review of test coverage and initiation of QA measures
- Reporting to sponsors (IT directors and the executors on the business side)

PROJECT REFERENCES

10/2016 - 11/2019

International mobile network provider
Telecommunications

02/2015 - 05/2016

International mobile network provider
Telecommunications

02/2012 - 01/2015

Capgemini / Telefónica Germany
Internet and information technology

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IT Program Manager

Digital Transformation Program: Implementation of the new digital value creation strategy; Delivery of agreed digital roadmap in time, budget and quality Digital transformation by redesigning the affected customer-centric processes and introducing standardized core services. The project introduces a more effective and efficient technical IT infrastructure that enables the implementation of the digital offering.

KEY RESPONSABILITIES My main responsibility over the three years was to support and represent the IT overall program manager in coordinating an IT core team with more than 100 internal and external project managers, product managers, business analysts, IT analysts, and architects. The following topics were in my responsibility:

- Budget Management:
 - Coordination and monitoring of all budget pools. The program had a medium double-digit million budget per year
 - Conception and management of the budget change management process
 - Reporting to the sponsors (director level)
- Overall Planning and Dependency Management:
 - Project Scope: Creation of the entire JIRA-based PSP (> 3500 work packages) and management of all planning dependencies
 - Product Scope: Capture of all technical dependencies between target processes, requirements and delivery vehicles.
- Work processes:
 - Continuous harmonization and improvement of all working methods
 - Agilization and scaling of delivery processes (oriented towards SAFe)
 - Consulting and coaching for all process topics.
- Tooling:
 - Conception and introduction of a collaborative Jira platform (900 users)
 - Conception and introduction of needs-based tools
- Management of a development team as product owner

IT Program Manager

Migration of more than 20 B2P brands with a customer base as part of the merger of two mobile network operators. The IT program consisted of 8 main projects (Touch Points, Billing, Commissioning, SIM Cards, Network Systems, CRM Systems, Enablers, Tenant Capability, and Branding). **KEY RESPONSABILITIES** Establishment of project governance and introduction of various PM control tools Partitioning of complex requirements (> 5000) into clusters Overall planning and controlling of more than 150 IT sub-projects with a total budget of 50 MIO and a team of more than 250 project employees in a matrix organization Direct technical leadership of a very experienced core team of 80 employees Personnel and resource planning (including recruitment of 50 employees) Reporting to senior management

IT Program Manager, Requirements Manager, Test Manager

PROJECT DESCRIPTION Introduction of a new mobile payment platform based on NFC technology for Telefónica Germany. **KEY RESPONSABILITIES** Coordination of 5 customer internal IT projects with a team of up to 100 part-time to full-time customer employees Creation and harmonization of the overall project plan with customer internal departments and external suppliers Creation and provision of end-to-end requirement and analysis documents for development teams Planning and specification of the overall product acceptance

PROJECT REFERENCES

04/2011 - 09/2012

Capgemini / Telefónica Germany
Internet and information technology

08/2010 - 03/2011

Telefónica Germany
Telecommunications

03/2008 - 07/2010

German Fixed Network Provider (NDA)
Internet and information technology

LEAD PROJECT MANAGER

Product Manager | Scrum Master |

Project Portfolio Manager

PROJECT DESCRIPTION The "O2 Workbench" project took over the cross-functional analysis and architecture as well as the management of IT change requests of a customer's application landscape. **KEY RESPONSIBILITIES** Led a team of up to 15 project managers and business analysts with up to 35 parallel IT projects with a total budget of 10 MIO. Cross-functional coordination and control of project managers,

IT Project Manager, Analyst

The "O2 Workbench" project took on the cross-functional analysis and architecture, as well as the management of service requests for the application landscape of the mobile network operator. **KEY RESPONSIBILITIES** My main responsibilities include business analysis and project management for the introduction of new mobile products in the B2P/B2P environment: - Requirement analysis and development of IT solutions considering existing complex customer processes (RUP, Agile); conflict management in competing requirements and interests
Creation of requirement and solution specifications
Leading project teams in a matrix organization; coordinating up to 20 demand, design, development, testing, and operations units
Project planning, estimation, controlling, and reporting
Alignment and implementation of change requests
Taking responsibility for multiple ongoing service requests throughout all project phases

IT Project Manager, Business Analyst, Test Manager

PROJECT DESCRIPTION The goal of this project was the further development of a network management system for a major telecommunications network operator, which controlled and monitored 1600 switching centers and over 1000 network elements of the DSL, VoIP, and NGN networks in a 24x7 operation. The application was implemented as a client-server application using .NET, Oracle, and MS SQL Server, with interfaces connected via RPC, MML, SAOP, ASN.1, and Websphere MQ. The development of the network management system began in 1998. The team size for the client project was up to 15 employees, and the overall budget for all releases of the client project was in the double-digit million range. **KEY RESPONSIBILITIES** Deputy project management and team management of up to 15 employees
Leading a sub-project for the development of .NET-based applications for GUI-based protocol analysis. This leadership role included tasks such as resource planning and budget control for the team. Alignment of system requirements and specification creation in close collaboration with the client
Functional conception of features, such as expanding the network management system to communicate with additional platforms and network elements
Leading the test team of up to 8 client employees, responsible for test case specification and subsequent system testing for multiple releases in collaboration with the client
Active quality management through defining and implementing quality measures throughout the software development process
Effort estimation and support in proposal creation for future releases

PROJECT REFERENCES

07/2005 - 02/2008

National and international telecommunications providers (Telegate AG, Deutsche Telekom, KPN, STC, Etisalat, Qtel, O2 Telefonica...) Telecommunications

07/1997 - 07/2005

PC-Plus GmbH, Varetis AG, GoYellow, Deutsche Telekom... Internet and information technology

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International (Multi-)Project Manager, Test Manager, Pre-Sales Support

PROJECT DESCRIPTION Introduction or expansion of: - Subscriber directory systems Customized search engines Telephone directory assistance systems via call center, internet, and voice automation
KEY RESPONSIBILITIES Overall project management for projects in national and international environments, with revenues exceeding 1.5 million euros per project Simultaneous management of up to 5 projects Execution of projects in German, English, French, and Arabic languages Leadership responsibility for project teams in a matrix organization Revenue responsibility according to US-GAAP (Percentage of Completion, Completed Contract) Verification, control, and responsibility for project budgets

Software Developer, Architect, Test Manager, Project Manager, Team Leader

PROJECT DESCRIPTION Product portfolio in the field of gateway information systems was specified, implemented, and continuously expanded and improved. Accompanied and led various R&D projects with runtimes between 6 months and 1.5 years per product release.
KEY RESPONSIBILITIES Software developer in the area of Inbound Outbound Gateways until the end of 2001. My responsibilities included the following activities:- Analysis, design, specification, and development of Inbound and Outbound Gateway systems (TCP/IP, X.25, E.115, F510, XML, http, etc.) Introduction of UML - training and coaching of the involved developers Conducting numerous training courses for the Gateway products, on the subject of object-oriented analysis and design with UML, and the use of Rational Rose Design and complete implementation of a framework (>150,000 lines of code) Management of the IDW Redesign project - redesign of a 30 man-year GUI software Requirement and use case analysis Problem analysis, IS/TO-BE analysis Creation of a new design template (CT interface, connection-oriented layer, encapsulation of COM interfaces, modular division...) Architecture, design pattern, and comprehensive UML model for all involved components from different subject areas Management, planning, and moderation of the project and the team Specification of the new version of the Directory Assistance Protocol E115V2 within the EIDQ (Association for the European Interworking of Directory Inquiry Services) in cooperation with LSSI, Volt, AffinIT, Fujitsu, etc. Development of an Oracle-based search engine Between January 1, 2002, and July 2005, was called to lead the "Inbound Outbound Systems". Area of responsibility was expanded to include the following activities: - Staff management Project planning and resource management Estimation, verification, and control of efforts