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PERSONAL DATA

Date of Birth: June 11th, 1987
Place of Birth: Cairo, Egypt
Gender: Male
Marital Status: Married
Nationality: Egyptian
Military Status: Final Exempted

EDUCATION

2010: Pre-Master in Geophysics.

2009: Bachelor of Science, Geophysics Department, Cairo University.

Geophysics Grade: Very Good

Cumulative Grade: Good

Graduation Project:

“Full-Bore Formation Micro Imager, Application to Identify and Characterize fractures, Case study from Abu Roash (North Qarun Field) Supervised by *Schlumberger*”.

WORK EXPERIENCE

2016: Business Process and Compliance Senior Specialist ( , Cairo, Egypt)

- ❖ Develop, review and validate processes, procedures, guidelines, policies, and work instructions according to the process excellence standards as well as process documented through department's interfaces including controls, metrics and targets.
- ❖ Create & drive the assigned cross-functional process improvement and simplification initiative plan, data gathering and analysis.
- ❖ Responsible for the Compliance of all company's contracts with all vendors to ensure that it is corresponding to the company's Policies.
- ❖ Process alignment to the most useful best practices, Frameworks, matrices and standards like SCOR, Six Sigma, ITIL.... etc.

2015: Quality Process Management Senior Specialist ( Cairo, Egypt)

- ❖ Process Manager for Telecom Egypt MVNO project (4th Mobile Operator).
- ❖ Process Manager for the MSAN project.
- ❖ Process Manager for HR, Corporate Marketing, and Enterprise Customer Operation Departments.
- ❖ Process Manager for all TE Data products.
- ❖ Develop, review and validate processes, procedures, guidelines, policies, and work instructions according to the process excellence standards as well as process documented through department's interfaces including controls, metrics and targets.
- ❖ Create & drive the assigned cross-functional process improvement and simplification initiative plan, data gathering and analysis.
- ❖ Develop Customer centricity among the group (TE group), using eTOM customer centric streams.
- ❖ Gap analysis, best practice research, solution development, obtaining stakeholder buy in, and implementing/monitoring improvements.

2013-2015: Business Process Management Specialist ( , Cairo, Egypt)

- ❖ Evaluates, Designs, Measures and Control Business Process.
- ❖ Ensuring that Business Process outcomes are with Harmony with an Organization strategic goals.
- ❖ Identify improvement opportunities and manage improvement requests from the business.
- ❖ Monitor, develop metrics and report business process performance against accepted standards and KPI's.
- ❖ Using BPMN 2.0 mapping technique in cooperation with tmforum standards, for delivering best process flows.

2012-2013: Quality Assurance Specialist ( , Cairo, Egypt)

- ❖ Performs call monitoring and provides trend data to site management team.
- ❖ Uses quality monitoring data management system to compile and track performance at team and individual level.
- ❖ Participates in customer and client listening programs to identify customer needs and expectations.
- ❖ Coordinates and facilitates call calibration sessions for call center staff.
- ❖ Provides feedback to call center team leaders and managers.
- ❖ Prepares and analyzes internal and external quality reports for management staff review.

2010-2012: Business, Reseller & Special customer support specialist ( , Cairo, Egypt)

- ❖ Provide superb technical system and user support by responding to calls, email, and personal requests for technical support.
- ❖ Establish, maintain, and increase client satisfaction through professional, courteous, and

- caring service.
- ❖ Document, track, and monitor problems to ensure a timely resolution.
- ❖ Help make users productive.
- ❖ Offer guidance and help users solve common ADSL problems.
- ❖ Monitor NOC alerts and, as necessary, coordinate further action.

TRAINING COURSES

- 2016 **Lean Six Sigma Green Belt (Quality America)**
- 2015: **Information Framework SID “tmforum”**
- 2015: **Framworx Overview “tmforum”**
- 2015: **Fundamentals of Project Management (Logic Consultancy).**
- 2014: **Business Process Framework Distilled (eTOM), “tmforum”.**
- 2013: **Business Process Modeling and Analysis by Prof. Dr. Mathias Weske. (German Hasso Plattner Institute).**
- 2013: **Six Sigma Yellow belt “TE Data training”.**
- 2012: **COPC and Total Quality Management System “TE Data training”.**
- 2011-2012: **Training in TE Data including:**
Business Problem Solving, Leadership Skills, Six Thinking Hats, Business Writing, Communication & Presentation Skills, Team Work & People Skills and Coaching Techniques.
- 2010: **ICDL “Faculty of Computer and Information Science, Cairo University”.**
- 2009: **Training in the SPE Cairo Student Chapter including:**
Mud logging and Reservoir characterization.
- 2009: **Training in the AAPG student chapter including:**
Seismic Acquisition, Processing & Interpretation and Reservoir simulation.
- 2009: **Training in Schlumberger including:**
Fractures characterization using imaging tools, Logs Interpretation, Structure geology and stratigraphy.
- 2008-2009: **English course in the British Council (Aguza, Cairo, Egypt)**
- 2008: **Training in Suez oil Company (Suco) including:**
Seismic Interpretation, Mud engineering and Petrophysics.
- 2008: **Training in CGGVeritas including:**
Data processing Course (Velocity analysis, Noise attenuation Picking, Migration, QC, Formatting, Interpretation & Reports preparation).
- 2008: **Training in BP about HSE in petroleum industry.**

CERTIFICATES

- ❖ Award certificates “MVNO project” and “Best Harmonica team” TE Data 2015.
- ❖ Framworx Overview, eTOM Distilled & Information Framework SID Certificates.
- ❖ Business Process Modeling and Analysis Certificate.
- ❖ English TOEFL Certificate with Score 550.
- ❖ 1st ranked project certificate from *Schlumberger* at the 1st scientific meeting of the final graduation projects.
- ❖ Certificate from Faculty of Science Cairo University for the graduation project at the 1st scientific meeting.
- ❖ Award certificate for the graduation project as the first graduation project done in Schlumberger.
- ❖ Five Certificates from the *British Council* grade A & B.
- ❖ Training certificate from *CGGVeritas*.
- ❖ Training certificate from Suez Oil Company.
- ❖ Certificate from *AAPG* student chapter.
- ❖ Certificate from *SPE* student chapter.
- ❖ ICDL Certificate.

SKILLS

Computer & Software Skills

- ❖ Microsoft Office 2013 & 2016.
- ❖ Installing. Configuring. And Managing the Windows Operating Systems.
- ❖ Geoframe: Trainee involved within the formal Schlumberger-DCS Team.
- ❖ Geoklaster: Trainee involved within CGGVeritas.
- ❖ Petrel: Trainee within Schlumberger.
- ❖ Borehole software: Trainee within Schlumberger.
- ❖ CCNA Fundamentals and Network tools: involved within TE Data.
- ❖ GeoSoft Oasis & Surfer Used during the Master.

Language Skills

- ❖ Arabic - Mother Tongue.
- ❖ English - Very Good in both writing and speaking.
- ❖ German - Fair in use.

Personal Skills

- ❖ Professional communications and presentation skills.
- ❖ A positive and confident personality blended with a strong work ethics.
- ❖ Ability to work under pressure as our work is always time framed.
- ❖ Very details oriented.
- ❖ Passionate of Science and learning.

HOBBIES & INTERESTS

- ❖ Football, swimming & tennis (Shooting club & 6 of October club membership).
- ❖ Reading, Computer, Internet & Driving cars (Driving license from 2015 till 2025).

REFERENCES

References and letters of recommendation available on request.