

SKILLS

Release Management

Leadership and analytical skills ●●●●●●
Problem-solving ●●●●●●

Business Process Re-engineering (BPR)

Process Improvement ●●●●●●
Performance Management ●●●●●●
Lean Management ●●●●●●

Linux

Shell Scripting ●●●●●●

DevOps

Jenkins ●●●●●●
Ansible ●●●●●●

Configuration Management

svn ●●●●●●
git ●●●●●●
Bitbucket ●●●●●●

Automation Testing

Selenium ●●●●●●
Java ●●●●●●

Task and Srevice Management

Jira ●●●●●●
dotProject ●●●●●●
Remedy ●●●●●●

CONTACT

🏠 Amman
☎ +962 79 7518896
✉ bayanhashem@yahoo.com
in Bayan.Hashem

BAYAN HASHEM

TECHNICAL PROGRAM MANAGER

PROFILE

Technical Program Manager with experience leading cross-functional teams to plan, build, launch and manage Production deployment. Blend technology skills with extensive Agile experience, and analytical abilities to evolve product strategy and release management.

EXPERIENCE

● April,2020
- Present

Mawdoo3.com

Technical Program Manager, Amman

- Managing CI/CD for multi projects
- Process management
- Release management
- Jira Admin
- Automation testing

● 2018 - April,2020

Electronic Health Solutions (EHS) – Hakeem Program

Technical Product Lifecycle Manager, Amman

- Continually manage and improve Product Lifecycle (CI/CD) and enhance processes and procedures by using DevOps tools (ex: Jenkins and Ansible).
- Release management activities.
- Cutoff and Rollout planning.
- Planning, reviewing actions, enforcing policies, procedures and standards.
- Manage projects deployment on Production.
- Manage Production releases repository and lead SVN version control (Subversion) within Software Development Lifecycle based on agreed standard.
- Manage the variation and customization of Production instances.
- Set the deployment schema (Patches, MSIs, and web applications).
- Ensure documentation for generic functionalities development to be used as APIs.
- Lead release readiness reviews, milestone reviews, and business Go/No-Go reviews.
- Strong ability to drive from concept to design to implementation.
- Prioritize and manage multi projects.
- VistA upgrade product owner.

● 2014 - 2018

Electronic Health Solutions (EHS) – Hakeem Program

Software Project Manager, Amman

- Ensure process management groups implementation in standards manner – PMI (Project Management Institute) that includes initiation, planning, execution, mentoring and closure.
- Create templates and procedures based on Project Management Institute – PMI.
- Measure and monitor progress to ensure application releases or updates are delivered on time with high level of accuracy.
- Ensure SW functionalities in real world scenarios, according to the specification.
- Manage risks and resolves issues that affect release scope, schedule and quality.
- Measure and monitor progress to ensure application releases are delivered on time and within budget, and that they meet or exceed expectations.
- Product Lifecycle Manager (PLM) role and lead team starting from 1/1/2017.

● 2012 - 2014

Electronic Health Solutions (EHS) – Hakeem Program

Software Project Manager Role, Amman

- Planning and reviewing actions, enforcing policies, procedures and standards.
- Communicating job expectations, planning, monitoring, appraising, and reviewing job contributions.
- Train and evaluate the new hires employees.
- Implementing quality standards, and completing audits on tasks and resources.
- Develop necessary templates, work-flows, project plans and resource plans.
- Preparing regular status reports, logs assessment, resolve and/or escalate issues.
- Ensure sharing knowledge and facilitate communication between highly focused programmers of the project team.

● 2009 - 2012

Electronic Health Solutions (EHS) – Hakeem Program

Software Programmer, Amman

- Improving and customizing VistA application to meet Jordan specification and requirements.
- MUMPS programmer.

● 2008 - 2009

Computeach International Center

Instructor, Amman

ICDL and ICDL Advance Instructor

EDUCATION

● 2005 - 2008

Bachelor Degree/Computer Information System

University of Jordan, Amman

Average: 3.41 out of 4

● 1997 - 1999

Diploma/Programming and System Analysis

Arab Community College, Amman

COURSES

April, 2013

PROJECT MANAGEMENT PROFESSIONAL (PMP)

HUB Academy, Amman

36 hours

November, 2019

BUSINESS ANALYSIS PROFESSIONAL TRAINING WORKSHOP

IGIT, Amman

20 hours

CERTIFICATES

January, 2020

MINI MBA IN PRACTICE

IACET

- Strategic Analysis and planing
- Alignment with balanced score
- Marketing and sales management
- Project management (PMI)
- Innovation & growth management
- Business process management
- Systems thinking for actions
- Supply chain management
- Financial management
- Product management
- Lean six sigma
- Strategic change management
- Quality management - ISO 9001
- Human resource processes
- Managerial leadership
- Digital marketing introduction

January, 2010

ITIL VERSION 3 FOUNDATION CERTIFIED

November, 2008

ICDL ADVANCED CERTIFICATE - DATABASE

November, 2008

ICDL ADVANCED CERTIFICATE - SPREADSHEETS

November, 2008

ICDL ADVANCED CERTIFICATE - WORD PROCESSING

October, 2008

ICDL ADVANCED CERTIFICATE - PRESENTATION

November, 2008 **ICDL EXPERT CERTIFICATE**

August, 2008 **ICDL CERTIFICATE**

February, 2013 **CERTIFICATE OF ACKNOWLEDGEMENT - EHS**

ACHIEVEMENTS



Own release management lifecycle from initial concept to delivery for all EHS projects



Manage VistA upgrade projects as a Product owner for Ministry of Health (MoH), King Huesain Cancer Center (KHCC), Royal Medical Services (RMS) with proven ability to collaborate effectively across internal and external organizations



Create and document Software Development Lifecycle (SDLC) for Software department



Create training program for developers, technical support, quality assurance and product lifecycle management teams



Unify and document communication matrix, policies and procedures over Software Development Lifecycle (SDLC)



Set patching standards and review checklist for developers and technical support teams



Set release management actions checklist to deploy a release to the Production environment efficiently and effectively



Create an effective VistA upgrade templates (project management, cut-off, release management and installation plans templates)



Service Desk Alternative (SDA) tool
Build service desk alternative tool in Jira