Firas Izzat “Mahmoud Saleh”

Amman, Jordan

Mob. +962-79-7363645

[izzat.firas@gmail.com](mailto:mghanema@emirates.net.ae)

Nationality: Jordanian

Date of Birth: 29/12/1976

Key Experience

I have twenty years of experience in the fields of project management, quality management, monitoring and evaluation, and strategic management, with specific experience in the NGOs. Strong experience in information Management as well as in risk and communication management. Also, I have professional training skills as well as proven research capabilities through several published papers as well as seminars in those fields of expertise.

General Professional Skills

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| * Projects and programs Management. * Social & Management research * Quality Management. * Strategic Management and Risk Management * Humanitarian Projects' Monitoring and Evaluation. * Customer / Beneficiary Satisfaction and Complaints Handling. * Information Management. |

Occupied Positions

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| **CARE International In Jordan**  **Programs Quality Director**  February 2017 – till now   1. Provides the leadership for CARE’s Jordan Programs Quality Department which aims to ensure the highest level of programs quality and accountability across the country office. 2. Provides the leadership for CARE’s Jordan organizational performance system. 3. Provides the leadership for the social, market, and gender researches of CARE Jordan.     **Jordan River Foundation (JRF)**  **Manager of Projects Management Office (PMO Manager)**  April 2016 – February 2017   * Establishing the projects management office in JRF’s community empowerment program including capacity development of project managers in terms of applying project management best practices. * Leading and articulating the transformation to revived work approach based on extensive stakeholders consultations as well as internal reflection exercises. * Overseeing all of community empowerment projects at JRF to ensure alignment with JRF strategic plans through various levels of KPIs. * Provide continuous support to program development and fundraising missions. * Overseeing CBOs rating system at JRF.     **CARE International In Jordan**  **Acting Program Director (Urban Refugee Protection Program) /**  **Program Quality Manager / M&E Manager**  January 2014 – March 2016   1. Deputizing urban protection refugee program director. Duties of this acting role include ensuring the delivery of projects outputs according to contractual requirements within budget and on time, responsibility for the overall quality and effectiveness of CARE’s emergency response, overseeing the development, testing and implementation of new and innovative emergency program approaches appropriate for the context, securing donors funds and oversee project design and proposal preparations, promoting relationships with the donors and peer organizations, ensuring donor and government reporting relevant to the program is done according to agreed-upon standards and in a timely manner, and ensure systems and plans are in place to guarantee positive impact. 2. Establishing of CARE’s Jordan M&E / Quality and Accountability unit as well as quality and accountability framework, quality assurance and internal reflection processes, and performance indicators of the ultimate organization’s strategic objectives as well as donors. 3. Establishing Program's M&E system in accordance with CHS and Sphere quality and accountability standards. This is include development of M&E work plans, program and project level Indicators, data collection tools for all program's components such as but not limited to emergency cash assistances, food vouchers, NFIs, livelihood and vocational training, info provision, vulnerability assessment, case management, psychosocial support activities, and partners capacity building programs. 4. Leading Quality and Accountability Unit of CARE's Urban Emergency Response Program including oversees on quality assurance processes, M&E activities, needs assessment, refugee committees, feedback and complaint mechanism, internal reflections and quality audits, and information management system. 5. Designing projects tracking tools and reports to monitor all programs' projects progress and achievements. 6. Supporting CARE MENA regional office in design progress reporting tools for CARE MENA and CARE Global strategic plans implementation and KPI initiative. 7. Leading donors’ reporting development process and all stakeholders reporting requirements and schedules in accordance with programs and projects managers. Donors include but not limited to ECHO, PRM, HPA, DIPB, GAC, MoFA Germany, NIN, DFAT, OCHA, etc. 8. Designing and implementing local Community Based Organizations (CBOs) capacity building assessment tools and programs. 9. Participating in development and revision of cash distribution and case management SOPs. 10. Leading the overall JRP / 3RP process in CARE including represent CARE in all of related meetings and coordination platforms. 11. Presenting CAFRE in several coordination platforms such as such as UNHCR working groups (protection, cash, etc.), livelihood and gender piloting projects and initiatives. 12. Representing CARE in the local and regional coordination meetings. 13. Participating in UNHCR's participatory needs assessment. 14. Leading the liaisons activities between CARE's and urban refugees' communities through forming and leading refugee committees, including designing plans TORs, and managing meetings and relationships. 15. Work with many internal / external auditors, consultants, and visitors.     **Emaret Al-Madinah (Ministry of Interior / KSA)**  **PMO Director / Project Manager**  July 2003–July 2013   1. Establish the PMO (Project Management Office) in Emarat Al-Madinah, this including prepare full project management templates from initiation to closing based on latest best Practice and PMI standards, and also conduct Professional training for PMO members and project managers/ members. 2. Work as Project Manager for multiple projects using agile project management principles, these projects including but not limited to portal and dashboard development project, DR Datacenter Project, and Workflow & Process Re-engineering Project. 3. Writing Request For Proposals (RFPs) for multiple projects in the IT Department. 4. Active participation in developing the strategic plan and full engagement in the overall strategic planning process for the IT Department. 5. Extensive experience in managing Enterprise Resource Planning (ERP) systems implementations. 6. Work as senior Oracle DBA of Imaret Al-Madinah Al-Munwara. 7. Lead all e-government Integration operations related to Ministry Of Interior in Madinah , this include but not limited to IVR, E-Services, SMS, Dashboards, and Decision Support Systems. 8. Design and Implement RAC and SAN Failure Plans. 9. Oracle Portal Installation, Implementation and Administration.   21622  **Ma'ad Computech Solutions (Ministry of Hajj)**  **Database Administrator / Project Manager**  October 2001–2004   1. Work in Hajj Project as an Project Manager/ Oracle DBA for one of the largest projects in Madinah region, there are more than 600 persons work in this project from multiple technical levels and from multiple nationalities, and as a DBA I deal with different versions of Oracle Databases on different Platforms like HP Unix, Data General Unix, and Windows2000 Server in LAN & WAN environment. 2. Designing and developing data replication solution for data transfer between Addillah institute in Al-Madinah and hajj ministry & other parities.   **NewHorizon – Madinah**  **Professional Instructor**  September 1998–Sept 2001  nh-logo4   * Conducted corporate Project Management, Communication Management, Oracle Certified Professional (OCP), MCP, MCSE, MCSA, and MCDBA courses. |

Other Occupied positions

* Trainer and consultant for PM-Zone Jordan for 5 years.
* Project Management Consultant with Digital Valley Est. for 5 years, this experience includes participating in setting PMO offices projects, project management consultations, and Hospital Management Information Systems Implementation projects.

Certifications

**PMP**  PMP No. : **1274852** (Project Management Professional) - since 2009

**CSSGB** Certified Six Sigma Green Belt – since 2012

**ITIL**  (Information Technology Infrastructure Library) – since 2009

**OCP**  (Oracle Certified Professional) – since 2001

**MCSE** (Microsoft Certified System Engineer) – since 2000

Education

**B.Sc. Computer science.**

1994-1998 Princes Sumaya University for Technology (RSS), Amman, JORDAN

**Master of Quality Management (Business School).**

2013 – 2016 The University Of Jordan, Amman, JORDAN.

Courses Attended

* USAID Grants Management training
* UNHCR – SNAP Coordinated Needs Assessment Course in Amman August 2014
* Participate in the Humanitarian Principles Workshop with International Counsel of Voluntary Agencies (ICVA) and International Committee of the Red Cross (ICRC) in Amman June 2014.
* DG ECHO - The FPA 2014: Main changes and novelties February 2014.
* Gender mainstreaming in emergency – Internal CARE's training in February 2014.
* Complete Oracle Courses from ITCC company in Amman.
* HP OpenView Storage Data Protector Course from HP Saudi Arabia
* P8 FileNet Administration Course from Data Serve Company.
* Implementing, Configuring & Customizing Sharepoint 2010 from ITCC in Amman.

Researches and Self Improvement Achievements

* Published paper entitled “Benchmarking of TQM practices in INGOs: A literature Review”– *Benchmarking Journal: An international Journal* (2016) Vol. 23 Iss. 1.
* Published paper entitled “Assessing service quality in secondary school: The case of Jordan” – *Benchmarking Journal: An international Journal* (2016) Vol. 23 Iss. 6.
* Published paper entitled “The effect of TQM dimensions on the performance of International non-governmental organizations operating in Jordan” – *International Journal of Productivity and Quality Management* – *under press*.
* Published Paper entitled “Linking soft and hard total quality management practices: evidence from Jordan” – *International Journal of business Excellence (2016) – under press.*
* Published Paper entitled “The effect of trust with suppliers on hospital supply chain performance: the mediating role of supplier integration” – *International Journal of Benchmarking (2016) – under press*
* Authored PMP SMART TRACK Book, the book which illustrate PMI’s PMBOK4 processes using process group approach. PMP SMART TRACK include 320 pages.
* Published Interview with Sphere project on the following link: http://www.sphereproject.org/blog/ensuring-aid-quality-in-jordan-firas-saleh/
* Conducting more than dozens of PMP/Agile Project Management, ITL, and Quality Management courses (Private and Public) in Saudi Arabia for more than 100 experts from multiple application areas.
* Conducting full Half-Day public project management seminar for 500+ attendances in Madinah Tourism College.
* Reading Tenth of books and Research Papers in the fields of non-profit management Total Quality Management, Project Management, Strategic Planning, Six Sigma, and Value Engineering, and IT Service Management.

References

**Prof. Rateb Swies, Professor at University of Jordan, Business school**

Mobile: 00962795594319, 00962775620832; email: rateb\_sweis@yahoo.com

**Mrs. Salam Kanaan, Country Director of CARE Jordan**

Mobile: 00962791739999, email: salam.kanaan@care.org

**Mrs. Eman Ismail, Assistant Country Director of CARE Jordan**

Mobile: 00962791827771, email: eman.ismail@care.org

**Mrs. Mohammad Al-Khatib CEP Senior Manager of JRF**

Mobile: 00962777787873

**Dr. Uwe Korus, M&E & Accountability Coordinator of CARE International**

Mbile: +49 (0) 1741 963 95, email: Korus@careinternational.or