

Hussain M. Dibas

Innovation Director

Riyadh, Saudi Arabia

Email Address: hdibas@gmail.com

Mobile Phone Number: +966-54-122-6741



Personal Information

Birth Date:	17 July 1984
Gender:	Male
Nationality:	United States
Visa Status:	Residency Visa (Transferable)
Residence Location:	Riyadh, Saudi Arabia
Marital Status:	Married
Number of Dependants:	3

Executive Summary

- Currently working as the Innovation Director at Jathwa for the past year.
- Responsible for directing the development and implementation of the product portfolio and roadmap.
- Responsible for leading Innovation R&D to deliver impactful innovation POC's which can be translated into the actual product roadmap.
- Key team player within the organization applying a leadership school-of-thought rather than a managerial approach.
- Key speaker within the organization at events and/or presentations at client side.
- Well experienced as a Service and Delivery manager for more that **2 years** engaging with clients while leading the technical and delivery teams internally.
- Over **6 plus years** of project management experience applying both waterfall and agile methodologies as needed from the project and client perspectives.
- Seasoned Software Engineer with over **12 years** of hands-on project Life-Cycle & Development experience.
- Gained an extensive experience in micro-managing projects of different sizes for various industries including mainly the **Banking & Telecommunication** sector.
- Persuaded the professional career as the core technical personnel with major focus on **Software Development**. Also worked as Technical Lead on Microsoft Platform and technologies. Currently holding a **Microsoft Certified Technology Specialist (MCTS – Microsoft SharePoint)** certification.

Some of the Innovation Department Achievements and Activities

- Successful implementation and launch of our CCaaS (Contact Center as a Service) product JCloud.
- Successful implementation and launch of our Food Hub Product which represents POS as a Service.
- Successful implementation and delivery of a logistics platform which enables end-users to request orders from multiple services providers and receive the order under a single transaction.
- Deliver a POC for STC for an innovative product called (7awel) which is a personal IVR on your mobile.
- Research the effectiveness of IBM Watson Assistant (Chatbot, TTS, STT) within the market and their respective impact on reducing cost in various industries.
- Active role in the idea acquisition/filtration and realization from theory to reality.

Banking & Telco Experience Summary

- Worked in the financial & telecommunication sector across the **GCC** as the Contact Center implementation specialist implementing Altitude Software (www.altitude.com) as the Contact Center Operations & management system.
- Some of the main projects I worked in as a project lead include, **National Bank of Abu Dhabi, Abu Dhabi Islamic Bank, National Bank of Oman, Ahli United Bank, American Express KSA, STC, Mobily, Bravo etc.**

Project Experience & Exposure

- Successfully implemented several major for the following clients:
 - **AlRajhi Takaful Insurance**
 - **Specialized Medical Hospital**
 - **Saudi Telecom Company**
 - **Mobily Telecom**
 - **Cannar Telecom - Sudan**
 - **Bravo Telecom**
 - **National bank of Abudhabi**
 - **Aljomaih Automotive Company Saudi Arabia (General Motors)**
 - **Aljomaih Bottling Plant Saudi Arabia (PEPSI)**
 - **Abudhabi Islamic Bank (ADIB)**
 - **American Express KSA**
 - **Ahli United Bank - Bahrain**
 - **Ahli United Bank - Oman**
 - **ABC Bank (Arab Banking Corporation) - Bahrain**
 - **Procco Financial Services - Bahrain**
 - **National Bank of Oman**
 - **Smart Link**
 - **Air Miles (Rewards Management System) - Dubai**
 - **National Water Company**
 - **GapCorp (Insurance) - Duabi**
 - **Mawhiba**

Professional Experience (12+ years)

Jan 2018 - Present

Innovation Director

Jathwa / e-Solutions House - Middle East
Riyadh, Riyadh, Saudi Arabia

Company Industry: Computer/Software

Job Role: Innovation Director

Responsibilities: Reporting directly to the CEO and company President; I was responsible for the following:

- Responsible for directing the development and implementation of the product portfolio and roadmap.
- Working closely with the product managers to ensure the proper delivery of the features per roadmap and go-to-market needs.
- Responsible for leading Innovation R&D to deliver impactful innovation POC's which can be translated into the actual product roadmap and eventually revenue.
- Responsible for managing prime team functions and activities for strategic direction.
- Contributing towards developing a high-performance atmosphere within the team, and building team relationships based on trust and transparency.
- Assisting in building a learning environment for team members while remaining engaged with the latest technologies and trends.

Jan. 2015 - Dec 2017

Service and Delivery Manager

Jathwa / e-Solutions House - Middle East
Riyadh, Riyadh, Saudi Arabia

Company Industry: Computer/Software

Job Role: Service & Delivery Manager

Responsibilities: Reporting to the commercial director; I was responsible for the following:

- Focus on keeping the clients satisfied with the delivered services while managing the customers' expectations.
- Responsible for leading the technical team to achieve and deliver the needed.
- Responsible for establishing and refining the delivery process to ensure that each customer gets the same great experience from the initial stage.
- Responsible for engaging and interacting with all key stockholders while upholding a clear and transparent communication channel throughout the engagement.
- Ensuring that all service agreements between the company and the client are met.
- Ensuring that projects are delivered within the budget while meeting the scope and acceptance of the client.
- Involved in the solution architecture activities of projects prior to implementation.
- Involved in the creation of technical proposal, leading presentation activities at customer side and working closely with both the sales and pre-sales teams.
- Liaising closely with the customer success manager to ensure complete customer satisfactions.

Jan. 2013 - Dec 2015:

IT Projects Manager

e-Solutions House - Middle East
Riyadh, Riyadh, Saudi Arabia

Company Industry: Computer/Software

Job Role: Team & Project Management

Responsibilities: Reporting to the professional service manager; I was responsible for the following:

- Direct and manage project development from beginning to end.
- Define project scope, goals and deliverables in collaboration with stakeholders.
- Develop full-scale project plans and associated communications documents.
- Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion.
- Liaise with project stakeholders on an ongoing basis.
- Estimate the resources and participants needed to achieve project goals.
- Set and continually manage project expectations with team members and other stakeholders.
- Delegate tasks and responsibilities to appropriate personnel.
- Identify and resolve issues and conflicts within the project team.
- Identify and manage project dependencies and critical path.
- Plan and schedule project timelines and milestones using appropriate tools.
- Track project milestones and deliverables.
- Develop and deliver progress reports, proposals, requirements documentation and presentations.
- Determine the frequency and content of status reports from the project

team, analyze results, and troubleshoot problem areas.

- Proactively manage changes in project scope, identify potential crises, and devise contingency plans.
- Coach, mentor, motivate and supervise project team members and influence them to take positive action and accountability for their assigned work.
- During my tenure, I mainly implemented the following major projects:
American Express Microsoft CRM / PRIME Integration – KSA.
STC Call Center Regional Unification - KSA
STC Call Center Upgrade – KSA
STC 969 Telegram Upgrade – KSA
STC Collection Department Integration with NetCracker – KSA
Shaker (LG) Phase II Call Center Enhancement – KSA
Shaker (LG) Phase III SAP Integration - KSA
- Along with the project management, I was also working as a senior technical team lead.

Jul. 2008 - Jan. 2013:

Senior Software Engineer / Team Leader

e-Solutions House - Middle East
 Riyadh, Riyadh, Saudi Arabia

Company Industry: Computer/Software

Job Role: Team Leading & Software Development

Responsibilities: I was responsible for the implementation of Altitude uCI Call Center using Altitude uCI Development studio in addition to system integrations, core web and windows/web service development under the Microsoft .Net Framework. Worked on many Call Center projects for major banks in the Middle East and developed their IVR Flows & Agent Screens (Inbound/Outbound).

Aug. 2006 - Jul. 2008:

Software Engineer / Web Developer

ICS London
 Khalda, Amman Jordan

Company Industry: Computer/Software

Job Role: Software Development

Responsibilities: During my tenure at ICS London, I was responsible for the following:

- Implementing web applications using C#.Net programming language and AJAX technologies.
- Implementing web applications using ASP.Net 2.0.
- Designing and Implementing database using Microsoft SQL 2000 and SQL 2005.
- Implementing projects using SharePoint Services 2007 (WSS 3.0).

Education

Year 2006:

Al' Balqa Applied University (BAU), Amman, Jordan
 Bachelor's degree in Software Engineering

Technical / Software Skills

Skill	Skill Level	Years of Experience	Last Used
Microsoft Project	Advance	More than 7 years	1 month or less
Solutions Design & System Integrator	Advance	More than 7 years	1 month or less
MS Visual Languages including C#.NET	Expert	More than 10 years	8 month or less
MS .NET Framework 2.0, 3.0, 3.5, 4.0,4.5	Expert	More than 10 years	8 month or less
Web Services using VS 2012 WCF	Advance	More than 7 years	8 month or less
MS SQL Server 2000, 2005, 2008 (Development)	Expert	More than 10 years	3 month or less

Skill	Skill Level	Years of Experience	Last Used
Web Applications & Web Services	Expert	More than 7 years	8 month or less
Altitude uCI 7.1, 7.5, 8.2	Expert	More than 9 years	12 month or less
MS CRM Dynamics 4.0, 2011	Advance	More than 2 years	24 month or less
Oracle 9i, 10g, 11i	Advance	More than 5 years	12 months or less
Cisco CM CTI Integrator	Advance	More than 5 years	12 month or less
AVAYA CTI Integrator	Advance	More than 3 years	12 month or less
Libra Voice Recorder	Advance	More than 5 Years	12 months or less

Languages

Language	Skill Level	Years of Experience	Last Used
English	Fluent	More than 20 years	1 month or less
Arabic	Fluent	More than 20 years	1 month or less