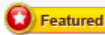Email | Print

TARIQ JAMAL GHANEM Featured

Senior Consultant /Project Manager seeking role in Resource Deployment,Project Execution,Technical Management,Solution Design,Customer Experience,Business Analysis,Business Evaluation,Client Relationship,Performance Improvement,Requirement Analysis

Current Designation: Senior Consultant /Project Manager

Current Company: NCR Corporation

Current Location: Dubai

Pref. Location: United Arab Emirates (UAE),United Kingdom (UK),United States (US)

Functional Area: IT Software - Application Programming / Maintenance

Role: Program Mgr

Industry: IT-Software/Software Services

Total Experience: 13 Year(s) 0 Month(s)

Highest Degree: Not Pursuing Graduation [Not Pursuing Graduation]

Key Skills: Senior Consultant /Project Manager,Program Manager,Resource Deployment,Project Execution,Technical Management,Solution Design,Customer Experience,Business Analysis,Business Evaluation,Client Relationship,Performance Improvement,Requirement Analysis

Last Active: 21-Jan-21   Last Modified: 21-Jan-21

Jump to Section | **Work Experience** | **Education** | **IT Skills** |

Summary

*   Senior Professional, offering 13+ years of overall multi-cultural experience across senior system specialist, project management & pre-sales
*   Highly skilled in formulating and implementing project plans, performing project status reviews, identifying client requirements, gathering requirement and analyzing business procedures, formulating an action plan & accelerating the sales cycle
*   Collaborated with R&D team & recommending development of NCR products and serve the clients in a professional manner
*   Communicated effectively with large business and C-Level IT executives
*   Excellence in formulating and implementing commercial/sourcing strategies with hands-on experience in tendering, negotiation & contract management that provide competitive advantage in the areas of materials, supplies & services

Work Experience

🔘 **NCR Corporation** as Senior Consultant /Project Manager
Jan 2013 to Till Date

Role:
*   Formulating and implementing project plans for implementation projects for NCR hospitality LOB products
*   Managing physical implementation of project, monitors and controls project
*   Interacting regularly with the projects owners on the status of the work in progress, Obtains sign-off/authority
*   Performing project status reviews, manages client expectations, maintains/expands client relationship and ensures client expectations are met/exceeded
*   Following up with client follow-up & steering process
*   Identifying client requirements & translating client business requirements into specific deliverables
*   Gathering requirement and analyzing business procedures while determining the appropriate modifications to be applied to the software products
*   Formulating an action plan according to the customers' specifications and their roles
*   Offering expert assistance to the sales team stages of the sales cycle
*   Gains customer commitment, building momentum and accelerates the sales cycle, while working with key influencers throughout the sales process to minimize issues at closing
*   Coordinating with sales team to participate in various lead generating activities
*   Participating in sales activities by configuring the demonstration environments that serve during sales cycle

🔘 **Jensys Professional Solutions** as Senior Consultant
Jun 2008 to Jan 2013

*   Collaborated with and support professional Services team
*   Provided installation, maintenance and repairs on equipment within an assigned territory/region to assure continuity of customer operations and high levels of customer satisfaction
*   Delivered training to users during the implementation phase
*   Verified that the site environment meets the requirements prior to installation or rollout; Install customer systems according to the installation plan, certify that the installation or setup of the product meets the customer's requirements
*   Enabled consequential changes to process / behavior to ensure continuous improvement & test/acceptance

process completion
* Identified and resolved all technical problems on equipment within assigned customer accounts
* Executed periodic preventive maintenance routines on products and installs modifications to equipment; Perform overhauls and maintenance repair as a matter of routine; May also perform required modular swaps and unit replacements or perform preventative maintenance services
* Responded to a customer call, which will include problem identification, escalation and resolution of products requirements
* Updated customers on problem resolution process & performed service verification and customer satisfaction after implementation project
* Represented Professional Solutions in a manner that reflects positively on the image and reputation of the company

◉ **Multisystem Technology** as Technical Engineer
Oct 2007 to Jun 2008

* Supported Printing Systems equipment and customers operating their business
* Installed, maintained, and repairs company products and systems, on-site. This includes hardware, software and networking products
* Used diagnostic tools, service aids, and product schematics to troubleshoot and resolve equipment and system failures
* Followed the escalation process to inform Field Engineer, Field Service Manager, Specialist and Headquarters of unresolved issues as well as suggestions to improve equipment performance
* Managed parts inventory & territory to comply with established operating standards
* Performed and oversaw machine factory modifications and software/operating systems upgrades of equipment to insure optimum performance
* Established & maintained face-to-face customer relations
* Understood customer's entire workflow and associated print management application

Education

UG: **Not Pursuing Graduation (Not Pursuing Graduation)**

IT Skills

Skill Name	Version	Last Used	Experience
OCA			
PMP			

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Arabic				

Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**