Samer H. Siam

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Objective

A highly skilled Technology and Management professional combining solid technical education together with excellent Communication, Business Analysis, Leadership, and team leadership skills seeking a challenging position that capitalizes on acquired experience and education.

Education

MASTERS OF SCIENCE| 2004 | FRANKLIN UNIV. OHIO, USA

· Major: Computer Science
· Related coursework: Simulation of the Genetic Algorithm in AI, Human Factors in CS, Software Project Management, and others.

BACHELORS OF SCIENCE | 2001 | FRANKLIN UNIV. OHIO, USA

· Major: Computer Science
· Minor: Software Engineering

Professional Courses and Certifications

· Project Management Professional (**PMP**)
· **System Analyst** Course – Proceed and Israel Innovation Authority
· **Customer Satisfaction** Certification – Expesite
· Licensed **Tour Guide** – Ministry of Tourism.
· **First Aid** Course - MADA

Skills & Abilities

MANAGEMENT

· Experience managing Software Implementation projects from Inception to Completion (**PMP Certified**)
· Experience with different methodologies (**Waterfall, Agile**)
· **Project and Product** Lifecycle Management.
· **Business Analysis**, understanding client business needs and setting metrics to monitor them.
· **Effective** in work situations requiring ability to manage multiple and concurrent projects and responsibilities.
· **Quick learner** with ability to rapidly achieve organizational integration, assimilate job requirements and employ new ideas, concepts, methods and technologies.

TECHNOLOGY

· **Web Application** Development, SaaS, CRM. JavaScript, Node.js, Full Stack
· MS Office Suite, Visio, NetSuite.
· Technology Sales and **Account Management**.
· Passionate about learning and exploring blockchain related applications and technologies.

COMMUNICATION
- **Excellent** communication, presentation, negotiation and interpersonal skills.
- **Excellent** level of English Language proficiency in writing and verbal.
- Ability to work with **global teams** across different cultures and geographical locations.

LEADERSHIP
- **Results Oriented** Team Leader, leading team to achieve great results through leading by example.
- **Experience** leading and mentoring professional teams.
- **Experience** organizing and leading large tourist groups in Israel giving them the trip of the lifetime!

Experience

TRAVEL CONSULTANT | SELF EMPLOYED | 2014-2020
- Planning, Organizing, and leading Group and Individual Incoming Tours in Israel and the West Bank.
- Logistics, problem solving and issue handling.
- Communication and meeting client expectations especially for high profile tourists and visitors.

COMMUNICATION AND TECHNOLOGY CONSULTANT | DYNCORP | 2012-2014
- Supporting senior USA government staff in understanding local business and IT needs and requirements, develop annual plans and budgets.
- Part of my responsibility was to be a **Professional Interpreter** interpreting high profile meetings and conferences from English to Arabic and vice versa.

SOFTWARE PROJECT MANAGER | HULUL | 2009-2011
- Manage new projects from approval to delivery. Maintain schedule, scope and budget.
- Report project progress to the business owner and senior management.
- Monitor and measure cost and profitability. Take corrective measures to stay on track
- Plan and execute deployment and user acceptance testing.

SOLUTIONS ENGINEER | EXPESITE (ACCRUENT) - USA | 2005-2009
- Analyze Business Operations and processes and provide innovative solutions to help clients achieve their business objectives using the company's **Project Management SaaS** tool.
- Manage large implementation projects for fortune 500 retail clients.
- Provide on-site Consulting for national retail clients to help with system integration and user acceptance.
- Recommend and design technical enhancements customized to fit each client's business needs.

WEB DEVELOPER | EXPESITE (ACCRUENT) - USA | 2004-2005
- Designed, developed, and tested applications using .net framework architecture.
- Developed and customized Expesite's web-based project management application using Microsoft development tools.
- Worked on various data imports and integrations through web services.
- Tested and debugged applications.