**Objective Statement:**

Results‐driven, dynamic, highly organized, self-motivated professional delivering project-management expertise, along with high quality business analysis and application design, development, and implementation, to organizations seeking to build winning partnerships and produce exceptional results.

**Education:**

Lawrence Technological University Southfield, MI  
*Dual Master of Science in Information Technology & Business Administration* May 2016 (Expected)

University of Michigan

*Bachelor of Business Administration in Management Information Systems* Graduation December 2005

**Skills Summary:**

|  |  |  |
| --- | --- | --- |
| **Project Manager/BA** | **IT Project Management** | **Value-Added Leadership** |
| * Database design and implementation, SQL Server, MySQL, NOSQL * Statistical analysis * Business Analysis * Enterprise wide Implementations * Global Projects; Business Internationalization * Cross-Functional Supervision * Team Building & Mentoring * Vendor Management * JAD Sessions Facilitator * quick-witted and driven to action | * Agile Methodology (XP) * Systems Development Life Cycle (SDLC-Waterfall Model) * Enterprise Information Technology * IT Infrastructure * ROI Analysis * Costing & Budgeting * Project Scheduling * Testing/QA/Rollout/Support * Business & IT Planning * Emerging Technologies * Web Design * CASE tools, UML | * Fluent in Arabic, French * Java, C++, C#, Visual Basic * Network Security * Adobe CSS, Visual Studio, HTML, .Net * Culture; Inter-Cultural competence * Microsoft Office Suite, Microsoft Project, Visio * Client Relations & Presentations * Windows, Ubuntu, Mac, LAN, FTP, Wireless and Network connectivity. SSL, Firewalls, Ethernet. |

**Employment:**

The Dearborn Academy Dearborn, MI **Project Manager/ BA & Technology Integration** September 2013 – August 2015

* Directed the project team through all phases of the SDLC, the design, develop, deployment and maintenance of all IT solutions.

*Results:* All projects were delivered below or within agreed Scope and quality.

* Developed project budgets and performance analysis against financial parameters:

*Results:* All projects were delivered below or within agreed budget.

* Organized and implemented all communication with all stakeholders (including the client, its employee, and/or external and internal team members) :

*Results:* Presented project’s attributes to all stakeholders frequently that change management was immediate and decision were made before risks turned into issues.

* Continuously identify and attain new business accounts.

*Results:* As the Business Analyst I researched and attained several grants resulting in 20% increase of productivity and 25% of lower cost. Furthermore, I performed market research, developed documentation, and delivered PowerPoint presentations that ultimately won a new Saturday program.

* Implemented tracking tools to manage change in key milestones:

*Results:*  The change in project schedules and sharing resources between projects made it possible to deliver below budget and always exceeding the client’s expectations.

* Oversaw program team planning and project accountability.

*Results:* Designed and deployed new policies and processes that improved efficiency while reducing volume of mistakes. Also, made sure that every member on the team participates with the user story writing to create a clear product backlog that fully describes the functionality added over the course of the project.

* Maintained technology integration, implementation, enhancement, maintenance, and assessment portal and security.

*Results:* Upgraded parts of the database functions adding new features resulting in smoother interaction between users and portal. I also initiated the security penetration testing to ensure security of the network and server where patches were designed to better secure the portal.

* Improved Quality Management through technology integration and usage.

*Results:* Researched and recommended specific vendors for improved facilities management, resulting in reduced costs and more efficient operations.

* Assisted in the development of android applications to help the school in its dismissal process, using staff mobile devices.

*Results:* The application was in a First-of-a-series prototype stages. Ongoing testing is being done.

* Facilitated JAD sessions fostering a sense of ownership in the projects among users through a better understanding of the project requirements and effective information gathering.
* Wrote executive summaries to both management and The Board of Education summarizing the actual status of each project and final reports or stages when needed.

American Institutional Management Services, (A.I.M.S.) Dearborn, MI

**Assistant Project Director/Business Analyst (PM)**  September 2009 – September 2013

* Managed Project Development from beginning to end with budgets of up to $1.14 million using Agile Methodology(XP) and Systems Development Life Cycle (SDLC-Waterfall Model)

*Results:* Delivered all projects against agreed scope, schedule & client expectations. Completed projects up to two months ahead of schedule, as much as $100,000 under budget and above client’s expectations.

* Directed cross-functional teams of developers, programmers, analysts and network specialists (over 20 team members in some projects).

*Results:* Recognized for flexibility and consistently managing productive teams in different departments, despite organizational issues such as downsizing, and internal conflict.

* Managed all phases of the software development lifecycle (SDLC) of the **1st national** K-8 online Arabic Language Assessment.

*Results:* Managed multi-team projects for the design, development, and publishing of textbooks and auxiliary technological resources.

*Results:* As the Team Leader, I resolved power struggles and different tensions between team members and functional departments using a positive approach to conflict resolution and staff development.

* Managed the infrastructure and Network connectivity for the projects.

*Results:* Detected, isolated, notified IT, and made sure faults encountered in the network were corrected. Furthermore, I Monitored and measured various aspects of the overall performance, and the configuration of all aspects of network devices.

* Acted as liaison between teams, senior management and clients through qualitative and quantitative reports.

*Results:* Initiated a comprehensive issue tracking process that improved communication and issue resolution for cross-functional teams and senior management and the clients earning their confidence with reliable follow-through and clear communication.

* Developed all project plans through JAD sessions to effectively gather requirements, user stories, and the use of appropriate methodologies. Meanwhile, reported all associated communication documents and progress reports to all parties (senior management, Federal Government, Team members, and all stakeholders)

*Results:* Delivery of projects on time with ultimate satisfaction of all parties involved.

Freelance Southeast, MI  
**Project Manager/Business Analyst** September 2008 – Present

* I Use my results‐driven, dynamic, highly organized, self-motivated professional experience to deliver high quality project-management and Business Analytics to organizations seeking to build winning partnerships and produce exceptional results.
* Short term Project Manager and Business Analyst roles (3 to 6 month duration each)
* Managed multi-functional teams to develop small applications using Visual Basic and HTML
* Managed integration of point of sale system that uses MYSQL as a database and a local user interface as a front end application.
* Use my knowledge in statistical and operations analysis, to form predictive models.
* Use my knowledge in application optimization techniques and technologies to connect all findings and deliver them to customers, business partners and senior management.
* Change analysis/management, Risk Management, Planning and monitoring all aspects of the business
* Reporting to both government and executive management through briefings, executive summaries, and facilitating both on site and virtual presentations and meetings.
* Managing Infrastructure, Network, and its connectivity.
* Global, international, and cross functional teams management.
* I adapt well to ever-changing situations in all High performance cultures.

West Village Academy Dearborn, MI  
**Language Studies Program Director/ Analyst** August 2001 – August 2008

* Human Resource Management: Researched and defined job descriptions to fill department resource needs.

*Results:* succeeded in the recruitment and mentoring of team members that consistently produced high quality work in a stressful environment.

* Facilitated language instruction & cultural diversity training

Results: Created and facilitated cultural sensitivity and diversity training and seminars for all employees resulting in 50% lower rates of problems with students and parents.

* Provided translation services for all types of professional documents and Wrote subtitles for English language programs, training materials, research, and administrative/legal. I was the Liaise between staff, stakeholders and the public.

Results: 15% growth in attendance and stakeholders’ satisfaction, and development of more language programs to offered.

* Developed and maintained project cost estimates, budgets and financial forecasts
* Eliciting requirements through the use of appropriate methods used in the organization.
* Requirements organization by using different tools like the MoSCoW method, the Prioritization Matrix, and other tools.
* Translating and simplifying requirements to be understood and presented to different types of stakeholders to have clear requirements management and communication and requirements analysis
* JAD sessions participant
* Communicated in writing and verbally through presentations with stakeholders translating technical writing into laymen terms.
* conducted cost/benefit analysis
* Developed all kinds of Business cases to advance the department and the organization through te utilization of modeling techniques and methods.

**Professional Achievements:**

* Project Management Institute (PMI), Member, 2014
* Arabic Made Simple, Author, 2014
* Michigan Arabic Teacher’s Council, Member, 2014
* Qatar Foundation, Funding Champion, 2012 – 2014
* Michigan Association for Bilingual Education (MABE), Presenter, 2010 – *Present*
* American Council for Teaching Foreign Languages (ACTFL), Presenter, 2009 – *Present*
* Spirit of Detroit Award, Recipient, 2001
* Boy Scout Of America Leader