00:00:00.000 --> 00:00:25.310  
Sameh Abdelhamid  
Uh, so high, so I just want to introduce Sam Shahada Sanchez. He works for Ristic plumbing, and he's been there for about four years now. Graduated from my university with a bachelor party in Bits, and he's had a number of roles at Reese, so he's a really good candidate to interview for this assignment. So welcome Sam.

00:00:26.280 --> 00:00:26.870  
Sam Shehata (Guest)  
Hello.

00:00:27.480 --> 00:00:32.480  
Sameh Abdelhamid  
Correct, so I'll just kick off the dead so it does. If you wanna start the interview, I'll take notes and we'll just go from there.

00:00:33.990 --> 00:00:37.390  
Desmond Knowles  
Hey Sam, how So what kind of work do you do?

00:00:38.270 --> 00:00:59.530  
Sam Shehata (Guest)  
Uh, so primarily. My current role is I look after the phone systems that race so primarily the Amazon product. We're using Amazon connect, so my my job is basically to what I'm currently doing, is rolling out the phone system to teams because we're decommissioning some of the old Cisco services.

00:01:00.720 --> 00:01:14.840  
Sam Shehata (Guest)  
So so far I've done. I've done a fair few projects where we were successful in decommissioning Cisco and rolling at Amazon Connect instead day. Today I just I I sort of overlooking, so I've I've got a a team of two.

00:01:15.930 --> 00:01:28.570  
Sam Shehata (Guest)  
Two of them have actually resigned at the end of last year, so I've been on my own at the moment. But yeah, just basically rolling out the phone system, maintaining it, making any changes and and also.

00:01:28.800 --> 00:01:43.430  
Sam Shehata (Guest)  
Uh, running with the reporting software called MI, which also links into Amazon Connect using some API's and and pulling in data so you can create custom dashboards and reporting and all that sort of stuff so that that's primarily my role at the moment.

00:01:45.680 --> 00:01:45.990  
George Tsolomitis  
Cool.

00:01:47.220 --> 00:01:53.990  
Sonam Shahi  
K I'm next Sam. So what kind of people do you interact with on a daily basis at your work?

00:01:49.340 --> 00:01:49.720  
Sameh Abdelhamid  
Yeah.

00:01:54.650 --> 00:02:09.090  
Sam Shehata (Guest)  
OK, I'm sorry, quite quite a vast like sort of different types of people. So because the people that I'm I'm working with I'm rolling out the first system for them, they're not people, so they're they're sort of departments across race.

00:02:09.500 --> 00:02:39.330  
Sam Shehata (Guest)  
I'm sorry people that for example I have rolled it out for the service desk, so they're they're obviously some IT people that I've worked with, but apart apart from that, most of them have been, you know, either like accounts, the accounts team that look after or customers. Or for example, you know there's one called, we call them the Now go team, so they're they're sort of like a logistics team and they look after all our hundred 100,000 vehicles.

00:02:39.630 --> 00:02:40.430  
Sam Shehata (Guest)  
Australia that.

00:02:41.060 --> 00:02:43.720  
Sam Shehata (Guest)  
Are currently on the road at any given time, so.

00:02:44.850 --> 00:02:47.210  
Sam Shehata (Guest)  
They they, not IT people either.

00:02:47.710 --> 00:02:55.980  
Sam Shehata (Guest)  
Uhm, I've worked with HR as well. Deploying a system with them, they they had to be approached differently. 'cause obviously wasn't allowed to have access to their systems.

00:02:56.600 --> 00:02:58.560  
Sam Shehata (Guest)  
Up and down payroll.

00:02:59.480 --> 00:03:18.090  
Sam Shehata (Guest)  
Uh, and currently working on what we call our customer care team, which is after sales as well. So yeah, they're the kind of people that that I've worked with in, I guess working with them with non it people as being a a bit of a challenge to get them to understand how you know everything is going to work and the steps in the process so.

00:03:16.430 --> 00:03:16.930  
Sonam Shahi  
Yeah.

00:03:18.770 --> 00:03:19.150  
Sam Shehata (Guest)  
Yeah.

00:03:20.590 --> 00:03:21.130  
Sonam Shahi  
Thank you.

00:03:20.690 --> 00:03:32.180  
Sameh Abdelhamid  
Set so Sam so just just expand on that. So just in terms of like who you report to So what what's the kind of structure at your work and and who do you report to and how does that sort of tie into to your, uh, your stakeholders?

00:03:33.690 --> 00:04:03.440  
Sam Shehata (Guest)  
So it's kind of this the structure that we have is kind of different, so I report directly to the service delivery manager, but she's she's heavily involved in the service desk, so I'm I'm sort of like doing my own thing. The only reason I report to us 'cause I have to report to somebody, but on top right on top of that is the CTO. So it's like CTO, service delivery manager and then may yeah, so the structure is the structure is a bit weird, but she's managing it.

00:04:03.730 --> 00:04:08.480  
Sam Shehata (Guest)  
'cause that's the. Yeah, it's a. It's a product that's going out to stakeholders so.

00:04:09.060 --> 00:04:17.290  
Sameh Abdelhamid  
And so, in terms of like your deliverables and timelines and stuff like, how does that work? Do you have like a deadline that you have to have things finished by or who holds? If you hold you accountable?

00:04:15.950 --> 00:04:16.780  
Sam Shehata (Guest)  
Yeah, I'm.

00:04:17.640 --> 00:04:41.340  
Sam Shehata (Guest)  
Absolutely. So she she does hold me accountable. We have weekly meetings as well. I'm I'm responsible for the project management and also the road maps and I just I just I sort of just run things past her. We have our weekly catch up and we just go through it all and make sure everything is on track. With that. I'm usually only doing 1 project at a time so I'm not sort of trying to tackle three different things at same time.

00:04:40.640 --> 00:04:43.500  
Sameh Abdelhamid  
What kind of tools? What kind of tools do you use to like manage the project?

00:04:44.080 --> 00:04:50.740  
Sam Shehata (Guest)  
Uh, so I'm using at the moment I'm using a product called Mirror or Mirror. I don't know how that's pronounced.

00:04:50.940 --> 00:04:51.560  
Sameh Abdelhamid  
How do you spell it?

00:04:52.060 --> 00:04:53.100  
Sam Shehata (Guest)  
MIRO.

00:04:53.470 --> 00:04:53.780  
Sameh Abdelhamid  
Yep.

00:04:54.610 --> 00:05:06.220  
Sam Shehata (Guest)  
Uh, and what that is is. I've I've created a timeline in there with for example, I do. I usually do sprints of like 2 weeks where where I'll tackle that project.

00:05:07.230 --> 00:05:21.810  
Sam Shehata (Guest)  
But the right web has to be at least for the quarter but before before the holidays I had to do it for the till the end of the financial year and on that virus software as well. I've got cards where I put in tasks. So I manage all of my testing cards.

00:05:20.370 --> 00:05:21.020  
Sameh Abdelhamid  
Oh, OK.

00:05:22.010 --> 00:05:24.430  
Sameh Abdelhamid  
That's like Trello, maybe, maybe so that Trello.

00:05:22.320 --> 00:05:31.090  
Sam Shehata (Guest)  
Uh, and I just sort of like Trello, yeah, but Mirehouse has that whole project management component in there as well, where you can create Rd maps so.

00:05:32.200 --> 00:05:34.070  
Sam Shehata (Guest)  
That's where it comes in handy.

00:05:34.830 --> 00:05:35.130  
Sameh Abdelhamid  
Cool.

00:05:35.780 --> 00:05:36.050  
George Tsolomitis  
Oh

00:05:36.610 --> 00:05:37.110  
Sameh Abdelhamid  
Or G.

00:05:37.510 --> 00:05:39.520  
George Tsolomitis  
uh, is one thing I Sam.

00:05:40.160 --> 00:05:45.270  
George Tsolomitis  
Uh, so as a IT professional, where do you spend most your time?

00:05:46.880 --> 00:05:54.060  
Sam Shehata (Guest)  
I spent a lot of time planning actually and making sure like I ideal I'm I sort of should have mentioned this before as well. I actually work.

00:05:49.310 --> 00:05:49.630  
George Tsolomitis  
Yep.

00:05:54.200 --> 00:06:07.310  
Sam Shehata (Guest)  
Come with a partner company called Voice Foundry as well so where where I feel like I won't have enough time to complete something, I'll sort of give them some work to do there can consulting basically.

00:06:07.660 --> 00:06:08.150  
Sam Shehata (Guest)  
Uh.

00:06:08.700 --> 00:06:38.450  
Sam Shehata (Guest)  
But more time is is spent in planning and making sure everything is on track and I don't. I don't really do a lot of hands on. Well now I have to. I don't have any staff, but prior to that I had two staff members and I would sort of manage all the workloads and and and tell the team you know you guys are doing this. Today we're doing that today sort of thing, just making sure everything is on track and also are dealing with any escalations in terms of issues where my stuff my team can't figure it out or they need help with something, et cetera, et cetera.

00:06:29.940 --> 00:06:30.200  
George Tsolomitis  
Yep.

00:06:38.500 --> 00:06:38.750  
Sam Shehata (Guest)  
So.

00:06:39.630 --> 00:06:39.910  
George Tsolomitis  
Yeah.

00:06:41.800 --> 00:06:42.200  
Sameh Abdelhamid  
Cool.

00:06:43.230 --> 00:06:47.100  
Sameh Abdelhamid  
And so, just in terms of like your job or what do you? What do you find more challenging?

00:06:48.200 --> 00:06:49.660  
Sameh Abdelhamid  
The most challenging thing in your job?

00:06:50.440 --> 00:06:51.110  
Sam Shehata (Guest)  
Uhm?

00:06:51.720 --> 00:07:15.820  
Sam Shehata (Guest)  
When when a stakeholder turns around and says, you know we want our system to work exactly like this and it's something that we haven't done before because it because we are very new team as well. We were only established six months ago and the product is very new to us. We then have to go and and you know do some testing and and you know try it out and see how it works. I understand to see if we can deliver that that functionality to them or not so.

00:07:16.460 --> 00:07:19.720  
Sameh Abdelhamid  
So I said, well, how do you generally manage your deal with that when that happens?

00:07:20.790 --> 00:07:43.660  
Sam Shehata (Guest)  
I'm sorry, I sort of I sort of just help. I'll tell the stakeholder. I say, you know, let me let me get back to you. I'll play around with it and I'll I'll see if we can, we can deliver it or not and then I would go away and I do some research and and you know, see if there's any existing projects out there or any. Any other companies that have done it and potentially speak to them if we have good relations with them and and sort of bounce ideas off of them as well.

00:07:44.150 --> 00:07:50.470  
Sameh Abdelhamid  
'cause it's so would you say that like the people management is is the most challenging rather than the technical aspect of the role?

00:07:50.910 --> 00:08:14.460  
Sam Shehata (Guest)  
Uh, yeah, I think so yeah, Yep. So meeting timelines and and and deadlines is definitely a challenge as well because of the the two week Sprint. So we have to then you know, tally up and see how much work is involved. 'cause not every project is the same. Every team operates differently. They do things differently and obviously we don't want to change what they already have because we want to give them functionality we don't want to take it away so.

00:08:15.200 --> 00:08:24.390  
Sam Shehata (Guest)  
We're building on what they currently have and then giving them extra functionality as well, so trying to cram that all into a two week timeline is some. Is it challenging part but?

00:08:22.280 --> 00:08:22.660  
Sameh Abdelhamid  
Yeah.

00:08:24.370 --> 00:08:31.990  
Sameh Abdelhamid  
And and So what? What do you generally do when you're when you're struggling to meet it? Meet a timeline like what? What happens? Do you do you? Could you push the timeline out? Or do you do you like?

00:08:29.610 --> 00:08:30.180  
Sam Shehata (Guest)  
Sorry.

00:08:31.540 --> 00:08:46.320  
Sam Shehata (Guest)  
Uhm yeah, yes and no. So sometimes we do push the timeline out 'cause the the functionality that we're trying to deliver is part of their core. But if it's not a core functionality, we will just give them the phone system and then build on that later on as well.

00:08:46.420 --> 00:08:49.030  
Sameh Abdelhamid  
So you just deliver like a bare bones like MVP product.

00:08:48.120 --> 00:08:59.590  
Sam Shehata (Guest)  
Correct, yeah yeah, correct. Just to get them going and then you know in the next two weeks or whatever I don't, I'd get one of my one of my team members to to work on that and deliver that functionality.

00:09:01.380 --> 00:09:04.640  
Sameh Abdelhamid  
Awesome, I don't have any more questions. They don't have any more questions for Sam.

00:09:05.380 --> 00:09:09.990  
Desmond Knowles  
Yeah, you got any tips for anyone? Uh, starting in the IT industry.

00:09:05.830 --> 00:09:06.420  
Sonam Shahi  
All good.

00:09:11.200 --> 00:09:12.950  
Sam Shehata (Guest)  
Uhm do well at uni.

00:09:14.110 --> 00:09:14.620  
Desmond Knowles  
Alright.

00:09:16.240 --> 00:09:17.890  
Sameh Abdelhamid  
That's not true, that's not true.

00:09:20.840 --> 00:09:21.490  
Sonam Shahi  
Thank you.

00:09:21.150 --> 00:09:21.970  
Desmond Knowles  
We'll try anyways.

00:09:21.600 --> 00:09:22.430  
George Tsolomitis  
Yeah oh good.

00:09:23.300 --> 00:09:29.120  
Sameh Abdelhamid  
Thanks Sam, thanks for your time. I'm going to stop. I'm gonna stop recording but still just down the call guys don't hang up.

00:09:25.070 --> 00:09:26.800  
Sam Shehata (Guest)  
No worries, yeah, thank you.

00:09:25.250 --> 00:09:26.150  
Sonam Shahi  
Thank you so much.

00:09:25.300 --> 00:09:25.860  
Desmond Knowles  
Thank you.

00:09:29.870 --> 00:09:30.100  
George Tsolomitis  
Yeah.

00:09:30.470 --> 00:09:30.730  
Sonam Shahi  
Yeah.