

Tarek Abdul-AI

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Digital Technologies Management Professional

Accomplished and results-oriented professional with extensive experience managing projects, business operations, and staff members with an aim to fulfil client requirements and accomplish organisational objectives.

Demonstrated expertise in providing technical solutions, executing projects within timely and budgetary constraints, resolving impending issues, and ensuring compliance with defined standards. Proven history of success in designing and implementing effective strategies, optimising workflow, allocating resources, conducting assessments, and improving cost efficiency. Skilled in delivering progress reports to senior management and utilising diverse tools and programs. Adept at building and maintaining relations with key stakeholders, suppliers, and clients.

Core Competencies:

- Operations Management
- Staff & Team Leadership
- Project & Budget Administration
- Technical Solutions & Guidance
- Process Enhancement
- Risk Mitigation & Assessment
- Revenue & Profits Maximisation
- Strategic Business Plans
- Regulatory Compliance
- Problem Resolution & Support

Career Accomplishments

- Project Management Trophy in executing **Pan Am Games** contract in Rio de Janeiro, Brazil, in **2007**.
- Won Motorola's CEO award for completing **Quality Assurance** using Digital Six Sigma Tools in **2009**.
- Awarded the **National Police Bureau** trophy for delivering a public safety solution in Pakistan in **2010**.
- Acknowledged for receiving a standing ovation award in transforming mobile operations in **2017**.
- Awarded **Regional Product Leader** of the Year for exceeding targeted savings and managing complexity in **2018**.
- Won Global CIO Award in **Customer Obsession** for improving End-User Experience in **2019**.

Professional Experience

General Electric (GE – Digital), Dubai, UAE

Principle Staff Business Operations Engineer - (ANZ, ASEAN, MENAT & SSA), 2016 – Present

Collaborated with all digital operations functions and led a team of multiple individuals within the region. Define and deliver the regional Smart Digital applications with stakeholders and product leaders to fulfil business requirements. Co-operate with relevant authorities to coordinate finance processes and support organisational objectives/plans. Manage projects and resolve impending issues by executing root cause analysis. Direct a team of business analysts with a focus on maximising productivity. Enhance customer experience by defining infrastructure metrics as per service level agreements. Oversee site key performance indicators, budgets, and assets and streamline support service contract activities.

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Key Responsibilities:

- Led a geographically dispersed team from the far east to Africa, driving and inspiring a customer-obsession culture.
- Analyse, manage and optimise services to derive down cost and integrate IT expense management system to obtain spend visibility.
- Managed regional product delivery, the best-in-class customer success experience to businesses at the best price possible.
- Liaised with different corporate functions to assess and measure customer satisfaction levels, which led to creating projects to improve customer success.
- Deployed a centralised service request management fulfilment portal across the region.
- Develop product evolution roadmap, release timing, scope, and recommendations on leveraging the releases to achieve regional product targets.
- Own the NPS regional metric and engage with the service delivery team to track and drive improvements.
- Project management of different customer services projects in each market according to the strategic business requirements.
- Responsible for Product Service delivery in the strategic approach to meet business goals.

Key Achievements:

- Collaborated with PWC to streamline digital operations and deliver contemporary products/services on time.
- Achieved USD11M in savings between 2018 and 2020, representing 40% of the total customer services budget and overachieved the targeted net promoter score (NPS) by 60 points.

Motorola, Dubai, UAE

Program Manager, 2005 – 2016

Administered multimillion-dollar contracts or project accounting, client integration, and quality assurance processes. Utilised agile project management methodology to effectively steer projects and execute operations within timely and budgetary constraints. Formulated profit and loss reports of all ongoing projects and supervised budgets as per project key performance indicators. Analysed expenditure, implemented cost-saving strategies, delivered progress documentation to senior management, and led and supported multi-disciplined and regionally dispersed teams. Headed client meetings, resolved technical issues, allocated resources, and assigned workload to staff members.

Key Projects:

- Managed complex Motorola solutions projects with an overall value of over \$100M and delivered to multiple customers across the region.
- Steered multiple foreign military sales (FMS) projects with a value of more than \$30M in collaboration with MITRE and ensured project management as per U.S. army corps of Engineers' best practices.
- Delivered mobile video surveillance solution to EMEA region for government and public safety, enabling police patrol to stream video from cars.

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- Executed Dimetra IP system project for Pakistan with a value of more than \$13M and delivered encrypted solutions, network management servers, and dual-redundant zone controller to maintain coverage of five major cities.
- Completed two separate turnkey TETRA radio systems projects for Ruwais and Habshan in the UAE and provided two Dimetra IP compact systems ATEX radios, mobile, and desktop terminals with a value of \$3.5M+.
- Oversaw portfolio of the next-generation professional two-way radio communications solution MOTOTRBO for the UN missions in the region.
- Presented E2E PMO governance for the Menatelecom WiMax project in Bahrain.
- Handled communication and mission-critical solutions for the Pan American Games event in Rio de Janeiro with a contract value of \$73M that enabled law enforcement agencies to detect illegal activities.
- Headed the migration of a 2/3G solution for Vodafone in Turkey, Istanbul.
- Migrated 1000 base stations and six RNC for MTC-Vodafone 3G Network in Kuwait with a contract value of \$13M.

Key Achievements:

- Co-operated with finance to manage revenue recognition reporting/invoicing and accomplish business objectives.
- Delivered guidance and consultation to promote simplification and resolve impending issues.
- Improved risk assessment process that decreased cost of poor quality by 5%.

*Prior experience as **Technical Project Manager** for Avalanche Mobile, as **Network Operations Manager** for 3t telecom, as **Senior Switch Engineer** for Investcom – Spacetel UK, as **Networking Engineer** for Investcom - DataNet*



Education & Credentials

Level 8 Diploma in Strategic Management & Leadership

Westcliff University, United States

Master of Business Administration

University of Leicester, United Kingdom

Master's Certificate in Project Management

George Washington University, United States

Bachelor of Science in Electronics and Communications Engineering (Hons)

Beirut Arab University, Lebanon

Certifications

Information Technology Infrastructure Library Certification - **ITIL**

Project Management Proficiency Examination - **PMP**

Motorola Green Belt DSS Digital **Six Sigma** for Quality Assurance

Professional Development

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Essentials for Emerging Leaders | Leadership with Franklin Covey | Project Leadership, Management & Communications Management Principles & Practices | IPTV Fundamentals with Mpirical | WiMax from A-Z with INACOM | GSM Interfaces & protocols (LAPDm/LAPD) with Motorola | Home Location Server Operations & Maintenance with Motorola | Soft Switch Troubleshooting with Motorola | Gateway MSC Translation & Routing with Motorola | Administering Red Hat Linux with Motorola | SIP for IMS & Seamless Mobility with INACOM | Introduction to UMTS with Motorola | Unlicensed Mobile Access UMA System Engineering with Mperical | Introduction to GPRS with Motorola | Introduction to Digital Cellular with Motorola | Admin & Provisioning with Motorola | Operations & Maintenance: Sonus Gateway with Motorola | Advanced Training on Network Address Mediation for GSM Applications | Advanced training on SS7 Networking for GSM applications | Training on Soft Switch IN with DigiTalk –Milton Keynes | Training on VoIP technology with Huawei Technologies | AXE10 Data Transcript with Ericsson-Haslemere | Hands on SS7 with GNNETTEST-Caterham | AXE 10 Operation & Maintenance Platform-Dublin | AXE 10 Operation Handling-Dublin | Training on DSC 600 GT switch | Training on –DSC DXX CP4000-& AIRSPAN60 – P2MP CDMA wireless system.



Professional Associations

Project Management Institute | Institute of Leadership & Management – Fellow | Communications Management Association | Institution of Electrical & Electronics Engineers.