

HANY BADAWY

Service Delivery & Operational Excellence

Director / Head of Service Delivery opportunities | HanyTaha.com

EXECUTIVE PROFILE

More than 20 years across enterprise IT, project and program delivery, resource management and service operations. Combines technical consulting experience with delivery governance, commercial milestones and internal operational improvement.

Current focus: operating processes, data standards, tools and workflows that support consistent service delivery across a regional Residency practice.

DELL TECHNOLOGIES | Joined November 2023

Current: Operational Excellence Lead, CEEMETA Residency Practice

Also acts as a Service Delivery Manager.

Leads internal operational excellence through process and tool improvements, data-quality practices, templates and workflows. Holds authority to approve operating processes and data standards.

Supports a 13-person internal team across project management, residency delivery and residency services roles. The broader practice supports 900+ engineers across approximately 250 projects. Direct reporting responsibility: one team member.

CEEMETA: Central and Eastern Europe, Middle East, Turkey and Africa. Earlier Dell service delivery responsibilities included managed-service transition, performance reporting and recruitment coordination.

SELECTED SERVICE IMPROVEMENT

Answered-call rate: 46% to 99.8% by the end of month one. The starting position was 54% missed calls, against a target of 99% answered calls.

Changed working practices, introduced call scripts and standard operating procedures, and implemented talk-time monitoring, daily reporting, daytime monitoring and shift rosters.

LEADERSHIP CAPABILITIES

Service delivery management | Operational improvement | Process ownership | Data standards | Resource coordination | Program governance | Performance reporting | Commercial delivery milestones

CAREER DEVELOPMENT

Technical depth to service and operational leadership

IPMAGIX | 2022-2023

Service and delivery management

Headed delivery, customer support and internal operations. Reduced internal Azure/SaaS operating costs by 60% through re-architecture and improvement, tracked monthly. Customer satisfaction rose from 70% to 95%, measured through surveys.

NILE.COM | 2009-2022

Progression across consulting, projects, resources, services and programs

Developed from unified communications consulting and project delivery into PMO processes, resource management and service delivery. Later responsibilities included senior project, program and portfolio management, cash-flow planning, procurement, invoicing and collection.

Career direction: technical consulting and projects (2009-2012); PMO, resource and service responsibilities (2012-2018); senior project, program and portfolio management (2018-2022). These periods group overlapping responsibilities.

SELECTED ENTERPRISE MIGRATIONS

ADIB UAE - Windows migration: engagement estimated at 881 team man-days.

Network International - Office 365 migration: engagement estimated at 169 team man-days, alongside related change requests.

These assignments form part of enterprise project, resource and service management experience. Figures describe estimated engagement effort.

EARLIER FOUNDATIONS

Technical support, instruction and ICT coordination, followed by enterprise technology work. Sector exposure includes banking, financial services, government and technology services.

RESEARCH FOCUS

Doctoral research: KPI reliability in decision making, including the relevance of performance measures and organizational conditions affecting their use.

EDUCATION AND CERTIFICATION

DBA, International Business School of Scandinavia, 2022.

MBA, International Business School of Scandinavia, 2019.

PMP, Project Management Institute. Awarded March 2022; valid through 24 March 2028.

PROFESSIONAL IDENTITY

Also known as Hany Taha, Hany Taha Badawy and Hany Saqr.

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