Hany Taha Badawy (DBA, MBA, PMP®)

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Work Experiences

From **Nov-2023**	**Service Delivery Manager** at <u>Dell Technologies</u>	Riyadh, KSA	**Current**

- **Led** the managed service transition team to fulfil projects delivery in-time and within the budget.
- **Set** and **manage** project success criteria and develop the Operation KPIs, SLAs and OLAs within the RFP and SOW.
- **Interview**, **Recruit** and **Train** the Project Delivery Team.
- **Analyse** and **Report** day to day account operations and SLA violations while setting the **optimization plans**.

From **May-2022**	**Service Delivery Director** at <u>IPMagiX</u>	Giza, EG	to **Oct-2023**

- **Led** the Infrastructure Team to architect and operate on-prem, O365, Azure and cloud resources, achieving **60% cost saving** by re-architecture and operational excellence using Lean - Six Sigma methodology.
- **Led** the Support Team to support on-prem, SaaS & multitenant products customers' requests, supporting **40+ SLA contracts** in addition to SaaS apps hosting **~500 B2B customers**, and raising the customer satisfaction from **40% to 99%** by enhancing and re-structuring the support team and process with respect to the ITIL framework standards.
- **Led** the Projects, Programs and Service Delivery Teams, delivering **twenty-one digital transformation projects** and integrations in the last year,
- **Led** expanding the company portfolio to include additional support areas for vertical and horizontal products interdependencies by **leading** and enabling the teams and updating **the use of technologies** like ML and AI.
- **Designed** and **implemented** the application integration interoperability interface using various technologies and APIs (like IoT sensors, CUCM API and FTP, Teams API and Microsoft marketplace, Web Services API, Appliance cloud-based API, etc.).

From **Nov-2018**	**PMO Director** at <u>Nile.Com</u>	Cairo, EG	to **Apr-2022**

- **Validated** projects documentation, coordinated resources, and ensured projects were delivered on time, within the scope, and within budget, delivering **more than two hundred projects**.
- **Developed** the detailed project plans, monitored progress, managed stakeholders (A, B and C), scope, procurement, reporting, documentation, changes, risks, invoicing, collection, and closure.
- **Managed** and **controlled** projects and programs governance and maintained, updated, and tracked KPIs aligned with the business objectives and customer values.

From **Jul-2015**	**Service Delivery Director** at <u>Nile.Com</u>	Cairo, EG	to **Oct-2018**

- **Managed** stakeholders, planned service delivery with the project team, planned for the projects and programs schedules, budgets, risk management, execution, conflicts, while monitoring the team performance. Verified the deliverables quality, programs integrations, risks, schedule, cost, cashflow & budget, resources capacity & development.
- **Managed** technical teams' allocation to the engagements and met partners technical and certifications requirements, team capacity and readiness. While planning and monitoring the team schedules, utilization, efficiency, workload across the year and resolved resource conflicts.

From **Jan-2012**	**PMO Manager** at <u>Nile.Com</u>	Cairo, EG	to **Jun-2015**

- **Established** the PMO department in the firm and **contributed** to the process re-engineering and workflow optimization, quality management, and resources planning, capacity, and enablement.
- **Developed, integrated,** and **maintained** projects processes, documents templates, system and contracts / SLAs management.
- **Managed** and **controlled** projects/programs governance, maintained, updated, and **tracked** KPIs aligned with the business objectives and the concepts of customer value delivery management.
- **Delivered** over **three hundred projects** in various domains such as infrastructure, security, business continuity, and collaboration and messaging.
- **Improved** the PJs success rate by **30%** and the customer satisfaction by **40%**.

From **Jan-2011**	**UC/Voice Consultant** at <u>Nile.Com</u>	Cairo, EG	to **Dec-2011**

- UC/Voice, Microsoft, Cisco, Exchange, voice gateways, VoIP,
- **Develop** and iterate projects documentations templates and processes.

From **Dec-2009**	**UC/Voice Specialist** at <u>Nile.Com</u>	Cairo, EG	to **Dec-2010**

- MS Infra, UC, Exchange, Cisco, VoIP, FoIP, **media gateways**, and **PSTN & PBXs integrations**.

From **Jan-2008**	**Systems Engineer / Product Specialist** at <u>IPMagiX</u>	to **Nov-2009**
From **Jan-2007**	**Systems Administrator** at <u>Al-Bostany Real Estate Development</u>	to **Dec-2007**
From **Jan-2006**	**Project Coordinator** at <u>Supreme Council of Universities</u>	to **Dec-2007**
From **Jan-2003**	**Help Desk/ Technician** at <u>SCC - Ain Shams University ASU</u>	to **Dec-2005**

Training

PMP, **Agile**, Scrum, Lean, ITIL, **Six Sigma** Black Belt, **Agile** DX for ISV.
Minitab, Power BI, Azure, VoIP, CCNA, MCITP, MCSE, MCSA, MCTS, MCP, ICDL.

Personal Information

Birthdate:	8-Dec-1980
Nationality:	Egyptian
Marital Status:	Married

Certifications

DBA, MBA, PMP, MCITP, MCSA, MCTS, MCP, ICDL

Education

Mar-2022   DBA Doctor of Business Administration

From International Business School of Scandinavia IBSS, GPA of 3.24, (Jan-2020 - Mar-2022)

- Focused on **Operations Management** and **Business Intelligence** as the principal areas of research and study.
- Completed a dissertation on the KPIs reliability on decision making in modern organizations.
- The title of my dissertation was "Key Performance Indicators KPIs Reliability in Decision Making in People Management, Process Optimization and Marketing".
- The main findings or contributions of my dissertation were:
  - I identified the components and characteristics of a reliable KPI system in decision making, based on the literature review and the conceptual framework.
  - I developed and tested a survey instrument to measure the perceptions and attitudes of KPI users towards the KPI system in their organizations.
  - I conducted a comparative analysis of four companies from different industries that use KPIs extensively and have diverse organizational structures and cultures.
  - I found that the KPI iteration process, the KPI relevance, and the corporate culture are the main factors that affect the reliability of KPIs in decision making.
  - I proposed a way to assess and improve the internal KPI system in any organization, based on the results and recommendations of my research.

Dec-2019   MBA Master of Business Administration

From International Business School of Scandinavia IBSS, GPA of 3.87, (Aug-2008 - Dec-2019)

- Specialized in **Strategic Management** and **business analytics** as the main electives and thesis study.

Jun-2006   B.Sc. Bachelor of Agricultural Science

From Ain Shams University, (Sep-1998 - Jun-2006)

- Majored in **agricultural economics** and **agricultural engineering.**

Projects / Services Delivered – Per Technology for Key Vendors (Since Y2018)

125 Information Security Projects: Fortinet, Nexthink, Micro Focus, Trend Micro, Kaspersky, FireEye, Skybox, LogRhythm, SolarWinds, F5, Mobile Iron, Workspace One, Cisco FW…

55 Business Continuity Projects: Hyper-V, VMWare, Nutanix, Dell, Lenovo, Veeam, …

33 Cloud & Productivity Projects: Microsoft Azure, Office 365, Exchange, Skype for Business, SharePoint, Cisco Unified Communication, …

31 Infrastructure Projects: Citrix, Microsoft, VMWare, IBM, Lenovo, Dell, Cisco NW…

41 Digital Transformation: eTax, eZagel, TVMagix, Ajman University EduMagix Mobile App, CairoICT Event Registration App, National Museum of Egyptian Civilization App, LG and Samsung APIs integration with PMS Hospitality system, Wi-Fi and Bluetooth location integration for indoor navigation,

Key Customers – out of 500+

Banking Sector: Central Bank of Egypt, Al-Ahli United Bank, Misr Banque, National Bank of Kuwait, Qatar National Bank, Abu Dhabi Islamic Bank, and other 15 Banks

Financial Sector: Network International, Egyptian Banks Company, CI Capital Holding, Global Corp, Corporate Leasing Company, Al-Tawfik Leasing Company, Basata Micro Finance, …

Oil /Energy Sector: EDRA Energy, Kuwait Energy Company, Pharaonic Petroleum Company, Egyptian Drilling Company, Egyptian Maintenance Company, Belayim Petroleum, …

Government Sector: Communications, Space and Technology KSA, Mohamed-Ben-Rashid Space Centre, Dubai Airport Free Zone, Dubai Customs, Dubai Duty Free, Dubai Economic Development – DED, Dubai Petroleum Establishment, Abu Dhabi Tourism & Culture Authority, National Oil Company – ADNOC, Housing Authority ADHA, …

Hospitality Sector: InterContinental Hotels and Resorts, El-Gouna, EMAAR, Rotana, Novotel Hotels, Fairmount, Concord, …