

Name **ABBAS, RAMI**
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 E-mail **albateh@hotmail.com**
 Nationality **Syrian**
 Date of birth **01.08.1982**

WORK EXPERIENCE

Dates **April 2004 – Present**
 Employer **Syriatel Mobile Telecommunication - Sehnaya – Dara'a Highway– Damascus**
 Business **Telecommunications.**
 Position **Project Manager**
 Responsibilities

- Successfully managed a portfolio of 10+ medium and large-scale of various types of projects with \$500k+ budget including: Software development or enhancements, civil and renovation, events, disaster recovery, training...etc.
- Utilized agile project management methodology that reduced software development cycle by 25% resulting in earlier product release.
- Developed charter, scope, work breakdown structure (WBS) of projects and identified milestones and risks.
- Led and communicated effectively with diverse cross-functional teams from different levels of IT engineers, designers, developers, and buyers, monitored status of tasks on a regular basis, verified their accomplishments and provided conflict resolutions.
- Monitored project baseline ensuring efficiency and that progress is within preset scope, defined timeframes and budget and all milestones were met on time.
- Managed project changes as per project change management procedure by assessing changes on projects' scope, budget, and timeline.
- Resolved project issues efficiently and minimized project delays.
- Conducted post product launch tests and security checks to identify and evaluate successful features.
- Provided high level reports about project progress to stakeholders, working groups, PMO up to executive level.

PROJECTS

Project Name **ORACLE – ERP Migration**
 Start – End Date **April 2023 - Present**
 Description **Migrate ERP E-Business Suite platform (Apps & DB Tiers) to new servers running Linux OS**
 Key Achievements

- Prevented downtime of application caused by old servers by 100%
- Provided disaster recovery to prevent service outage and data loss
- Enhanced system performance and scalability and increased server's security

Project Name **Learning Management System (LMS)**
 Start – End Date **November 2022 – July 2023**
 Description **Setting and installing a new training system enabling employees to access their online courses anytime anywhere.**
 Key Achievements

- Eliminated travel costs of employees and trainer to attend courses in premises to become 0%
- Achieved 100% security by isolating LMS application from hacker reaching sensitive data

Project Name **Syriatel Roadshow 2022**
 Start – End Date **April 2022 – October 2022**
 Description **Organize and conduct Roadshow 2022 event in all regions for all Syriatel employees.**
 Key Achievements

- Succeeded in saving 70% of meals value by choosing in-house caterer rather than external supplier

WORK EXPERIENCE

Position	Quality Specialist (Quality Department)
Responsibilities	<ul style="list-style-type: none">▪ Monitored and evaluated departmental delivery on annual Quality Management Systems QMS, to identify gaps and come up with solutions to improve delivery.▪ Communicated with all departments of Syriatel to create Quality Management plans, followed up on pending documentation and escalated delays.▪ Triggered automation for activities using available systems and ensured compliance with QMS.
Position	Fraud Specialist (Revenue Assurance)
Responsibilities	<ul style="list-style-type: none">▪ Investigated and prevented external and internal fraud and minimized the effect of the user's mistakes and abuse.
Position	Unpaid Treatment & Collection Representative (Customer Service Department)
Responsibilities	<ul style="list-style-type: none">▪ Controlled and monitored daily invoice collection process: SMS Broadcast, unpaid suspension, and bad debt disconnection and reconnection.▪ Handled customer's complaints and maintained follow-up.
Dates	September 2002 – March 2004
Employer	Hempel Paints (Syria) L.L.C. Homs – Syria
Business	Production and sale of marine & decorative paints
Position	Bookkeeper
Responsibilities	<ul style="list-style-type: none">▪ Organized accounting entries according to the international rules.▪ Compiled reports to show cash receipts and expenditure, stock movement etc.▪ Verified, allocated, and posted all the details of business transactions into the computer system from documents such as sales orders, sales invoices, and delivery notes.
Dates	July 2001 – June 2002
Employer	Paul Habib Al-Tawail / Al-Tawil Audit Bureau, Jamhouriah Street, Hamami Building, Damascus
Business	Accounting & Finance.
Position	Auditing Assistant
Responsibilities	<ul style="list-style-type: none">▪ Organized Journals, General Ledger, Profit & Loss account, Balance sheet.

EDUCATION AND TRAINING

Dates	Oct 2022 - Present
Institution	Syrian Virtual University, Damascus, Syria
Qualification	Bachelor of Information Technology BAIT, Information Technology and Data Networks ISDN.
Subjects	Programming – Networks – Operating Systems – Software Engineering – Data, Applications and Networks Security – Oracle Database Administration – IT Project Management...etc.
Dates	2019-2021
Institution	Syrian Virtual University, Damascus, Syria
Qualification	Master of Business Administration - MBA
Subjects	Business Research Methods, Human Resources Management, Marketing, Data Analysis, Organizational Behavior, Finance Management, Operation Management, International Marketing, Management Information Systems, Project Management, Strategy.
Dates	2004-2009
Institution	Tishreen University Lattakia, Syria. Faculty of Economics – Open Learning System.
Qualification	Degree in Insurance.
Subjects	Insurance Law, Maths of General Insurance, Risk Management, Statistics, General Insurance, Insurance Accounting etc.
Dates	2000-2002
Institution	Damascus University, Syria. Commercial Institute, Mezzeh West Villas.
Qualification	Certificate in Business Administration
Subjects	General, Occupational: English Language, Accounting Principles, Financial Administration, Commercial and Civil Law, Syrian Unified Accounting System, Human Resource Management.

SHORT COURSES AND TRAINING

Course Name & Institution

- Feasibility Study Course – Talal Abu Ghazaleh 2021
- Project Management Professional (PMP) – Certification Training. Venture International 2019.
- Business Process Management – Syriatel 2017
- Dynamic Communication Strategies – Coach Christina Kashar 2017
- ISO 9001: 2008 & FDIS ISO 9001: 2015 Awareness SGS 2015.
- Have attended the Intermediate Accounting course IA (IAC Institute) 2007
- British Council: Upper Intermediate Level 2007 - 2008
- French Cultural Center (CCF): Beginner Level (4 stages) 2005 – 2006
- Have traveled to Kuwait for one-month training in Hempel Paints, from 10th of September until 10th of October 2002

SKILLS AND COMPETENCES

MOTHER TONGUE

ARABIC

OTHER LANGUAGES

ENGLISH

VERY GOOD (READING, WRITING AND VERBAL)

FRENCH

BASICS (READING, WRITING AND VERBAL)

PERSONAL SKILLS

- Excellent communication
- Leadership and teambuilding
- Negotiation
- Stakeholder management
- Multitasking
- Detail-oriented
- Business analysis
- Project schedule
- Project planning
- Project control
- Project budgeting
- Project waterfall
- Agile project management

TECHNICAL SKILLS

Fully competent and confident in the usage of computer systems

- Microsoft Project/Project Server
- Microsoft SharePoint
- Microsoft Office