

# Moataz GamalelDin

Mobile: +20 1100044345 | mobile: +971 551060256  
Email: [Moataz.gamaleldin@gmail.com](mailto:Moataz.gamaleldin@gmail.com) | mtz.g@mail.com

## Software Development Manager Profile - IT

### Software Delivery Management | IT Service Delivery | Process Management

**Snapshot:** A qualified Technocrat with Management qualification and having **over 19 years** of rich and insightful experience, including **over 9 years** of **International (Qatar, UAE)** tenure, **managed the delivery of multiple nation use UAE systems**, involved in leadership / management of Software Delivery, Partner/Vendor/Client Management, Engagement Management, Design & Implementation of Solution/Services.

*Proactive decision maker, targeting challenging and managerial assignments with a well established and globally reputed organization, bringing the following transferable strengths:*

|                                  |                                  |                                |
|----------------------------------|----------------------------------|--------------------------------|
| Software Delivery Management     | Cross-Functional Team Management | Portfolio Management           |
| Team & People Management         | IT Service Delivery Management   | Client Relationship Management |
| Continues Integration Management | Solution Architecture & Design   | Vendor and Partners Management |

**Currently spearheading responsibilities as Software Development Manager with ISoft, Dubai, UAE**

## Career Synopsis

- ❖ Well versed in **End-to-End Solution Management**, with expertise in executing projects right from inception till implementation and production support and ensuring deliverables within assigned time, quality & cost parameters
- ❖ Visionary leader with efficient **Team Management** skills for enhancing service quality and generate repeat business; promising team player with an ability to train, mentor and lead subordinates to deliver pre-defined outcomes.
- ❖ Expertise in **IT Service Delivery Management** including planning, scheduling, negotiations with the client for SLA, ensuring achievement of SLA parameters, resolution of issues/problems and maximizing customer satisfaction level.
- ❖ Proficient **Engagement Manager**, with Client facing role during Project Execution to ensure total satisfaction of all stake holders; Adept at interacting with clients, understanding their requisites and accordingly developing solutions utilizing vast knowledge of technologies and tools
- ❖ Experience with **Continuous Integration and Continuous Delivery concepts -DevOps-**, and automation of processes between the software development and IT Teams.

### ~ Special Mention ~

#### UAE Flagship Projects Delivered / Managed:

- ~ **RTA Dubai**, Java/Oracle/IBM Mobility/Hardware 6M\$
- ~ **DU Dubai**- Selfcare, Java/Middleware/Oracle/ BPM 4M\$
- ~ **ADEC Dubai**, Microsoft /Infrastructure / Security 3M\$ /Year -3 years.
- ~ **AD DED Abudhabi** Microsoft /Hardware 800K\$
- ~ **ADNEC Abudhabi** ,IBM Mobility 500K\$
- ~ **Dubai World Dubai**- Java /Oracle/Middleware Tarakhees 400k\$
- ~ **Ruler's Court Dubai** – Smart Government –Epay Project 480k\$

## Professional Experience

### Isoft , UAE as Software Development Manager

(Sept 2014 to Dec 2018 )

#### Key Responsibilities:

- ~ Managing a team of round 70 Resource.
- ~ Accomplishes information technology staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
- ~ Accomplishes financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective action.
- ~ Maintains staff by recruiting, selecting, orienting, and training employees; maintaining a safe and secure work environment; developing personal growth opportunities.
- ~ Maintains organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies.
- ~ leading **sophisticated DevOps** and global teams at scale
- ~ Directs technological research by studying organization goals, strategies, practices, and user projects.
- ~ Verifies application results by conducting system audits of technologies implemented.
- ~ Recommends information technology strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements.
- ~ Maintains quality service by establishing and enforcing organization standards.
- ~ Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.

### ITWORX, UAE as Software Engagement Manager

(Feb 2011 to sept 2014)

#### Key Responsibilities:

- ~ Managing a team of round 90 technical Resource.
- ~ Ensure deliverables dates and scope changes commitments are met
- ~ Perform cost control measures and resource allocation
- ~ Develop, negotiate, and approve agreements and contracts
- ~ Communicate with customer to understand both short- and long-term requirements
- ~ Manage vendors (partners) through outsourcing projects
- ~ Ensure deliverables and services meet customer requirements
- ~ Ensure output quality by following the appropriate processes and standards
- ~ Supervise Project Leaders' activities and reviewing projects' tracking reports
- ~ Identify and follow potential opportunities for business development
- ~ Develop technical training plans
- ~ Contribute to enhancement and refinement of existing processes in the different domains
- ~ Managing **blended teams** offshore and onsite
- ~ Handling the business relation and operations with vendors /Partners (i.e Microsoft) and subcontractors.

#### Key Achievements:

- ~ Successfully Honored to **Deliver 100%** of very Complex Projects
- ~ High **Customer Satisfaction**
- ~ **Certificate of Appreciation** from the ADEC for the **outstanding quality and on time Delivery**

### Raya Software, Cairo, Egypt as Delivery Manager

(May 2009 to Jan 2011)

#### Key Responsibilities:

- ~ Reported to General Manager and led a project team of 45 resources for IT Service Delivery to high profile customers for expert problem management support, ensuring root-cause analysis and a resolution action plan, Service Delivery Project Management, using robust Tools & Technology platforms to support customer environment and best service solution

- ~ Responsible for knowledge management of learning from service delivery and to ensure optimization of resources, capabilities and capacity to meet both existing and new business demand
- ~ Involved in continuous and measureable improvement of productivity, control of Key Performance Indicators and compliance to client SLA
- ~ Performing personnel management initiatives including performance management and career planning

Key Achievements:

- ~ Efficiently created a full **KPI Management System** to manage the team performance aligned with company objectives, increase efficiency of the work
- ~ Increased the **productivity by 20% and quality of the deliverables by 43 %**

**Raya International Service, Doha, Qatar as Engagement Manager**

**(Jan 2007 to May 2009)**

- ~ Reported to the Chief Operating Officer and led a team of 25 resources in multiple client facing projects, delivering innovative solutions to meet customer requirements and higher customer satisfaction with the responsibilities of planning, estimation, resource and risk management in all the project life cycle

Key Achievements:

- ~ Successfully **delivered 5 projects** as per client requirements and ensured high satisfaction level
- ~ **Created innovative solutions** in order to meet customer requirements

Previous Employments

~ **Raya Software, Cairo, Egypt as Team Leader**

**(Jun 2003 to Dec 2006)**

~ **Soficom (ISP), Cairo, Egypt as Software Developer**

**(Jun 1999 to May 2003)**

**Academics**

- ~ **Mini-Master (Business Administration - Globalization)**, from Maastricht School of Management, Netherlands (2010)
- ~ **Bachelor of Management Sciences (Computer Science)**, from Sadat Academy, Cairo, Egypt (1999)

**Personal Details**

- ~ Date of birth: 30-03-1977
- ~ Languages known: English and Arabic
- ~ Nationality: Egyptian