Feras Mahmoud Diab, PMP, CIoTS

Email: ferdiab@ieee.org
Mobile: +962795702341

Principal Project Manager/ Program Manager/ PMO Manager/ Principal Consultant

Software - Telecommunication - Enterprise -IT – IoT - AI - Digital Transformation - Agile

Dynamic and Experienced Agile and Digital Project Manager, Consultant, Trainer, and Leader who leads several complex, multifunctional teams in the development and the implementation of strategic solutions for IT and Telecom that increase efficiency, reduce cost, and enhance bottom line. Analytical leader who rapidly determines business needs and presents clear, actionable, technical solutions. Expert Builder and Consultant who rapidly communicate project value to senior management. Milestone-driven professional who consistently hits the finish line on time and on budget on almost every project. Innovative and Business Trends Researcher looking for the new standards and trends in technology and business which bring solutions and value to customers specially in the Smart Connected Digital Ecosystem.

SUMMARY OF ACHEIVEMENTS AND QUALIFICATIONS

- More than 25 years' Experience in dealing with Software, IT and Telecom Projects and Agile Activities
- Managing Medium to Large more than 500 of International Complex Projects based on PMI & PMO Standards
- Managed and Lead Building Tens of Software Solutions & Proposals Solving Customer and Market Needs
- Excellent Record in Closing Projects Successfully on Time, Budget and Stakeholders Satisfaction
- Managing Several Programs composed of several projects targeting the same Overall Objectives
- Managing Software Department E2E Cycle from Research & Analysis to Implementation & Support
- Built and Improved different Processes and Methodologies for Software Development and Implementation
- Provided Coaching and Guidance to Different Levels of Employees in their Work and Career Decisions
- PMP Certified and Preparing for the PgMP
- CIoTS Certified
- Trainer for Thousands of People in Different Domains such as PM, IoT, AI, Digital in different Countries and Sectors like Banking, Telecom, Government, Private, etc.
- Serving the Professional Community through handling Leadership Positions within the Prestigious Organizations like PMI and IEEE.
- Certified Trainer for TOPSIM Simulation based Training for General Management, Leadership, Global Marketing
- Consultant and Coach in different aspects such as Project Management, Management, IoT, Digital Services
- Entrepreneur and Self Startup of different projects and Ideas

PROFESSIONAL EXPERIENCE

Founder/CEO **2019 to Present**
Connection of Things MEA

- IoT Training and Certification Program
- IoT Consulting, Development, and Integration
- IoT Enabler where helping other companies and individuals build their IoT products
- Partnership with different companies and startups in the Digital Transformation ecosystem

1

Principal Consultant – Digital Transformation and AI   2021 to Present

- Executive level consulting and Advising in different areas
- Coach and Trainer in Artificial Intelligence and Digital Transformation
- Expert in the Digital Transformation and Connecting Industry
- Startups, NGO's and SME Mentor and Advisor

Principal Consultant – Internet of Things   2016 to Present

- Executive level consulting and Advising in different areas
- Coach and Trainer in IoT and Digital Transformation
- Expert in the Digital Transformation and Connecting Industry
- Startups, NGO's and SME Mentor and Advisor

Founder/CEO   2017 to Present
Converged Technology   MEA

- Software Development specially Web and Mobile
- Business Applications to Digitize and Automate SME's
- Project Management and Consulting Services specially for Agile and Digital Project Management
- System Integration and Solution Design
- Partnership with different companies and startups in the Digital Transformation ecosystem

Co-Founder/COO   2016 to 2017
Magnus Technology   MEA

- Software Development specially Web and Mobile
- Business Applications to Digitize and Automate SME's
- Project Management and Consulting Services
- System Integration and Solution Design
- Partnership with different companies and startups in the Digital Transformation ecosystem

Principal Consultant – ICT and Project Management   2016 to Present

- Executive level consulting and Advising in different areas of ICT domain
- Coach and Trainer in Project Management, Agile Project Management, Simulation Training, PMO, etc
- Coach, Trainer, and Consultant in the Internet of Things
- Expert in the Digital Transformation and Connecting Industry
- Startups, NGO's and SME Mentor and Advisor

Senior Manager – Marketing and Solution Sales   2012 to 2016
Huawei Technologies   MEA

- Head of Mobile Payment and Revenue Assurance Area under the Revenue Management Domain which includes Products: Convergent Real Time Billing and Charging, Vouchers, Mobile Money, Mediation, and Digital Partners Management and Interconnect, AAA & Enterprise WiFi Solutions
- Building Capability and Competency in this Domain serving the MEA Region
- Principal Consultant in the BSS and Revenue Management Domain
- Assisting the Presales and Business Development Activities as Customers Workshops and Proposals
- Marketing Trends Research specially Digital Connected Smart Services and Solutions, Digital Transformation

Principal Consultant/Products & Services Portfolio Manager/Program Manager   2011 to 2012
Huawei Technologies   MEA

- Principal Consultant in the BSS and Revenue Management Domain
- Assisting the Presales and Business Development Activities
- Portfolio Manager for Consultancy Group Products and Services
- Building and maintaining the Products and Services management process in cooperation with the Product Management Group
- Program Manager/Project Manager for the Products R&D Projects
- Marketing Trends Research
- Products and Services Roadmap Management
- Telco Digital Services and Value Chain Consultant in several areas like Education, Government, Utilities, Finance, Health, Enterprise, etc.
- Creating Solution Architecture for Customer Solutions

Program Manager/ Portfolio Manager   2008 to 2011
International Turnkey Systems (ITS)   MEA

- Program Manager for all the running projects in the customer site
- Project Manager for Several Integration and Implementation Projects.
- Products and Services Portfolio Manager for the Consultancy Group
- Telco Digital Services and Value Chain Consultant in several areas like Education, Government, Utilities, Finance, Health, Enterprise, etc.
- Convergence Real Time Charging Solutions Consulting
- Signaling and VAS Solutions Consulting
- Creating Solution Architecture for Customer Solutions
- Helping in building Customer Technical and Commercial Proposals
- Writing White Papers for new technologies and business trends in the telecommunication
- Responsible of SCP-Billing and Network Integration Area

Department Manager/ Project Manager   2001 to 2008
ESKADENIA Software Solutions   Jordan

- Management of the department for Research, Development, Quality, Deployment, and Support
- Telecommunication Products Management specially VAS, Signaling, and Multi Access Channels
- Project Management
- New Products research, realization and pre-sales technical proposals writing
- Marketing Research in the telecommunication industry
- Company and Department Process Methodology building and Improvement participation targeting CMMI certification
- Department Members recruiting and evaluation
- Definition and requirements collection from client side and preparing the specifications document
- Participation in the system and software architecture

Team Leader/ Software Engineer   1999 to 2001
Software Horizons   Jordan

- Managing work and team tasks in terms of planning, scheduling, documentation, and communications
- Developing and implementing modules in SDL using Telelogic Tau 3.6
- Testing C language source code modules written for Wireless Telecommunication Embedded Systems
- Applying static, dynamic, coverage, and other phases of testing processes
- Coding standards applying, test planning and design, code reverse - engineering, test cases generation and executing, regression testing. All through manual and automating testing tools like Cantata 3.3

3

Technical Support Engineer | 1999 to 1999
General Computers & Electronics Co. (GCE) | Jordan

- Site installations
- Hardware maintenance and troubleshooting

Graduate Trainee Engineer | 1998 to 1999
SEDCO | Jordan

- Design and implementation of an interface and an operating system for a PC-based Telephony Private Branch eXchange (PBX) based on the FMIC chip to run under TAPI and TSAPI specification using C and Visual C++ 6.0 languages.
- Chips programming, HW interfacing, instrumented testing, advanced technology, and documentation with highly technical writing techniques

Technical Support Engineer | 1998 to 1999
Jordan Telecommunication Company (JTC) | Jordan

- Theoretical and practical training in telecommunications, exchanges, networks, Fiber Optics communications, microwave communications, satellite communications and others aspects in analogue and digital telecommunications

EDUCATION

Bachelor of Science, Electrical Engineering, Major in Computer & Telecom | 1999
University of Jordan | Jordan

CERTIFICATIONS

Authorized Trainer Partner Instructor | 2022
Project Management Institute | **USA**

Certified Internet of Things Specialist (CIoTS) and Principal Trainer | 2020
Global ICT, Singapore | **Singapore**

Certified IoT Professional | 2020
IoT Inc | **Online**

Internet of Things Specialization | 2016
Coursera and University of California, San Diego | **Online**

TATA TOPSIM-Leadership Accredited Trainer Certification | 2015
TATA TOPSIM-General Management Accredited Trainer Certification | 2015
TATA Interactive Systems | **Germany**

In Progress Program Management Professional (PgMP) Certification | 2012
Project Management Professional (PMP) Certification | 2005
Project Management Institute | **USA**

4

Feras Mahmoud Diab, PMP, CIoTS

Email: ferdiab@ieee.org
Mobile: +962795702341

TRAINING

- Train the Trainer (TTT)
- Internet of Things (IoT)
- Business Simulation Based Train-the-Trainer
- Enterprise WiFi & AAA
- Huawei Mobile Money
- ITIL
- Huawei IPCC
- Huawei Revenue Management
- Microsoft Project 2007, 2010
- ISO Awareness
- The Leadership Series
- HP OCSAC, Media Platform
- Business Proposals Writing
- Oracle 9i Application Server - Portals
- The 7 Habits of Highly Effective People
- English Reports Writing
- Java
- C, C++, VC++

- Agile Project Management
- TMForum eTOM
- Lead To Cash (LTC) Methodology
- Program Management Professional PgMP
- Enterprise Project Management (EPM)
- Effective Communication
- SERVE Model Leadership
- SS7 Signaling
- Project Management Training, Certification for PMPs
- Telelogic Tau 2 – UML2
- Team Building and Leadership
- English Upper Intermediate Business
- SDL and Telelogic Tau 3.6
- Cantata 3.3 Tool
- Software Quality
- SDL and Telelogic Tau 3.6
- IoT
- AI

SKILLS

- Entrepreneurship and Startups
- Training and Coaching
- Organizing & Managing Skills
- Planning & Scheduling
- Decision Making
- Problem Solving Skills
- Presentation and Communication Skills
- Research and Documentation
- Team Leadership
- Interviewing, Appraisal, and Coaching
- Self-Managing and Self Starting
- Multi Culture and Nationalities Exposure
- Software Development Lifecycles and Methodologies
- Requirements Gathering and Analysis
- System Design and Architecture
- Software Quality Concepts and Practice
- Software Implementation Methodologies
- Project/Program Management Standards, Techniques, and Methodologies
- OPM3, ITIL, CMMI, ISO Standards Knowledge
- Telecom Standards and Concepts based on TMForum, 3GPP, GSM
- Digital Services, Mobile Money, M2M, Internet of Things, and AI

- Computer Skills
- Office Packages and Tools Proficiency
- Windows, Linux, Unix
- IT and Networking
- Oracle DB and Application Servers
- EPM and Microsoft Project
- Different Programming Languages
- Telecom and Communication Protocols
- Servers like HP, Sun, x86
- Web, Mobile Online Technologies
- ERP
- Odoo

LANGUAGES

Arabic	*Native*
English	*Fluent*

SAMPLE MANAGED PROJECTS E2E

- NRC
- Save The Children
- Mohammad Bin Salman (MBS) Organization
- JICA
- Dealer Relationship Management System R&D
- Business Intelligence R&D
- Mobile Applications R&D
- Dealers and Subscribers Loyalty R&D
- Zain Jordan GINS-TABS Integration
- Zain Bahrain GINS-TABS Integration
- Zain KSA My5 Integration
- Zain KSA Rapid Business Solutions Integration
- Zain KSA Rapid Operation Integration
- Zain KSA Data Minder
- RADUIS/DIAMETER Gateway
- Mobile Payment Gateway
- Umniah Jordan Content Delivery System
- Electronic Voucher System R&D
- Zain Jordan Multi access Portal
- Multimedia Messaging Centre (MMSC) R&D
- GPRS Charging and Mediation R&D
- LibanCell Lebanon Oracle Multi Access Portal
- SEDCO Computer Telephony Interface (CTI)

- DEWA
- Riyadh Bank
- We Love Reading
- Orange
- Zain Ghana GINS-TABS Integration
- Zain Kuwait GINS-TABS Integration
- Warid Pakistan GINS-TABS Integration
- Zain Iraq Service Provisioning Application
- Zain KSA GINS-TABS Integration
- Zain Nigeria GINS-TABS Integration
- Zain KSA Product Development Platform
- Zain KSA Rapid E-Business Solutions Integration
- Zain KSA E-Shop
- Zain KSA Volubill Charging Enablement Platform
- Signaling Value Added Services R&D
- Convergent Rating and Billing System R&D
- Short Messaging Centre (SMSC) R&D
- Pre-Paid Billing System (IN Based) R&D
- Zain Jordan Customer on Line Self Care Portal
- Wireless Messaging Gateway R&D
- Nagorno Karabakh GSM Charging & Mediation
- Motorola Embedded Mobile Systems

VOLUNTARY WORK

Founder and President   2018 to Present
Internet of Things Jordan Community   **Jordan**

Vice President IT – Communication & Volunteering   2014 to 2018
Vice President Finance   2012 to 2014
Project Management Institute Jordan Chapter (PMIJO)   **Jordan**

Active Volunteer & Judge   2008 to Present
Project Management Institute (PMI) – PMIef   **USA**

ComSoc Chapter   2018 to 2021
Membership Development Chair & IT   2011 to 2021
Secretary – GOLD Committee   2008 to 2010
IEEE Jordan Section   **Jordan**

PROFESSIONAL MEMBERSHIPS
- Senior Member of the IEEE since 1996 – Now
- Senior Member of the IEEE Computer Society since 1996 - Now
- Senior Member of the IEEE Communication Society since 1996 - Now
- Member of Jordan Engineers Association (JEA) since 1999 - Now
- Member of the Association for Computing Machinery (ACM) since 2003 - Now
- Member of the Project Management Institute (PMI) since 2004 – Now

AREAS OF INTEREST & RESEARCH

- Project Management Organizations Maturity in term of Projects, Programs, PMO, Career
- Organizations Software Methodologies and Processes Improvements and Maturity
- Telco – Enterprise Convergence through Value Chain and Digital Services Concepts and Thoughts
- Mobile Money and Mobile Financial Services
- Entrepreneurships and Startups
- Mobility and Mobile Apps
- Business Simulation Based Training and Tools
- Mobilization and Digitalization of Services and Products – Smart Digital Connected Solutions
- M2M and Internet of Things
- Digital Transformation
- Artificial Intelligence