**Mohamed Sir Elkhatim Mohamed Ahmed Bushara**

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Marital Status: Married. Nationality: Sudanese.

**PROFESSIONAL PROFILE**

* Highly-effective operations management professional with more than 10 years of experience of a project/program management.
* Works collaboratively with the internal delivery organizations (local and global) and towards the customer to ensure that the projects within the project portfolio are progressing according to plan.
* Drive planning, forecasting, dimensioning and optimization of delivery based on business needs for programs.
* Follow up on project costs & financials; ensure expenses are within the project budget.
* Delivering business process alignment, project management, & practical solutions to complex financial problems.
* Responsible for the delivery of services (scope, cost, quality, time and customer satisfaction). Leading project and program activities in the analysis, planning, establishment (execution), realization (execution), handover (execution) and conclusion phases.
* Assist and provide execution/project knowledge for engagement and sales teams with regards to delivery methodology, cost, scope, and risks and proper alignment of customer requirements.
* Handles customer & stakeholder engagement: manages customer relationship - building confidence & trust, ensures project progress, arrange meetings & customer events.
* Maintains Periodic Formal Governance with local service delivery organization to ensure regular updates of important activities, reporting on status of Working Level Agreement (WLA) Key Performances Indicators (KPIs).
* Initiates and drives improvement plans to correct operational or financial performance deviations towards a specific WLA.
* Develop the Project Manager discipline by contribution, innovation, knowledge sharing, mentoring & coaching.
* Contributes to the strategy development and execution: simplifies processes, methods & tools with innovative ideas and industry best practices.
* Manage and motivate people in diverse teams and geography in a matrix capacity.
* Flexibility and ability to play different technical, project management and business roles as needed to ensure success of the program
* Evaluate and manage third party relationships to ensure that margin levels are met and that the business case is being realized
* Responsibility to capture add-on sales into client environments and develop and maintain strong and positive customer relationships
* Identify and address the end to end implications of changes or business models and creative corrective actions to preserve or improve program goals.
* Accountable for Operational Health & Safety in execution

**PROFESSIONAL CAREER EXPERIENCE**

* **EBS Electronic Banking Services**
	+ **Duration:** Feb, 2019 – Current.
		- **Position:** Operational Excellence Director.
		- **Duties:**
			* Formulate and communicate the performance objectives & monitor progress and alignment towards overall objectives
			* Deliver expertise, encourage teamwork and align work processes to achieve high performance standards, meet established targets and engage employees
			* Ensure usage and adoption of standardized best-practice project management methods throughout to ensure project management implementation according to agreed-upon timeframe, budget, scope, etc.
			* Identify process improvement opportunities in line with intelligent operations framework and drive projects to accomplish them
			* Manage insights framework and provide valuable intelligence to stakeholders on how to improve processes, cycle times, accuracy and customer experience
			* Work on structured plans to constantly improve process capability, handle audits, publish and track findings
			* Performance management support from the Strategic Objectives and includes elements such as: KPIs and dashboards with the underlying data collection, management meetings, action plan follow up and visual management
			* Develop leadership and competences, establishing the right culture and enabling the desired behaviour to execute the strategy.
* **Huawei Technology**
	+ **Duration:** Sep, 2017 – Feb, 2018.
		- **Position:** Project Director
		- **Projects & Duties:**
			* Responsible for all Canar projects portfolio account (Wireless LTE, PS core, IMS, & CBS) with more than 16 MUSD Net sales values.
* **Ericsson**
	+ **Duration: Sep, 2015 – Sep, 2016**
		- **Position**: Senior Customer Project Manager (CU HoA Program Manager)
		- **Projects & Duties:**
			* Responsible for all Horn of Africa account within CU EAF (MTN Sudan, Djibouti Telecom, Vivacell South Sudan) network rollout program (2G, 3G, & LTE technologies) with more than 25M Euros Net Sales value
			* Managing the pre-sales CFR roles in all the network rollout new opportunities offered.
			* Driving the CPL financial reports for theaccount with RMEA governance including the CU PMO.
			* C-Level interface & engagement with all operators.
			* Managing more than 50+ resources across these countries with different complexities.
	+ **Duration: Aug, 2013 – Sep, 2015.**
		- **Position**: Experienced Customer Project Manager
		- **Projects & Duties:**
			* Responsible for all MTN Sudan account CSI program (CS & PS) with more than 20M Euros Net Sales Value.
			* Managed Packet core nodes (SGSN, GGSN, & SAPC) projects & solutions.
			* Managed MPBN (Firewalls, routers, & switches) projects.
			* Managed Core (MSC, HLR, & MGW) projects.
	+ **Duration: April, 2007 – Aug, 2013.**
		- **Position**: Customer Project Manager
		- **Projects & Duties:**
			* Responsible for ZAIN Sudan access network build, expansion, modernization & swap (2G & 3G) projects.
			* Responsible for Zain Sudan access Network Design & Optimization projects.
			* Managing large & complex Transmission Marconi Long Haul project with the biggest network worldwide.
			* Managing different types of core projects including BSCs & RNCs.
			* Responsible for Network Synchronization Audit project for whole Zain core network.
			* Driving the NRO CFR role & risk facilitator for all the opportunities with Core3 team.
* **ZTE Corporation**
	+ **Duration: April, 2005 – April, 2007.**
		- **Position: BSS Engineer.**
		- **Duties:**
			* BSS Integration activities.
			* CDMA BSC Configurations & implementations.
			* Technical & troubleshooting support.
			* RBS Maintenance & configuration.
			* Transmission commissioning & integration.
			* Supervising the RBS installation.
			* Managed services support Engineer

**Core Competencies**

* Project & Program Management.
* Collaborative Leadership Competence.
* Business understanding & market insight.
* Customer Relationship Handling.
* Coaching & Mentoring.
* Excellent customer facing skills
* Excellent presentation and communication skills
* Team work and collaboration skills
* Financial and business acumen consultative skills
* Third party supplier management skills.

**EDUCATION & CERTIFICATIONS**

* B.Sc. Computer Engineering, Girne American University (Turkey) 1998 – 2002.
* Digital Business Transformation Management Certification – CXO Transform (Apr, 2020).
* Project Management Professional Certificate (PMP) – 2009 valid until 2021.
* Certified as Ericsson Senior Customer Project Manager, (ESPM – 2015).
* Ericsson L1 Leadership Assessment (PDI Ninth House)
* Certified as Ericsson Experienced Customer Project Manager, (EPM – 2013)
* Cisco Certified Network Professional (CCNP – 2004).
* Microsoft Certified Professional (MCP – 2003).
* Cisco Certified Network Associate (CCNA – 2003).

**COURSES & TRAINING**

* Advanced Consultative Skills (April, 2016) SPConsulting, UAE.
* Business Analysis CBAP certification Prep course (Nov 2014) SCEES Sudan.
* Operator Understanding Training Program (Jan 2014) BTS, Sudan
* Advanced Project Management Training Program for CPMs (Nov 2013) Green light, Sudan
* Project Risk Management, SEMCON Project Management. (Oct 2010) Sudan.
* Quality for Project Managers, ESI International. (Sep 2010) Sudan.