**Mohamed El Shabasy**

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5th April 2021

Dear Sir or Madam,

Now that I have successfully scaled with 16 years’ experience in multinational pharmaceutical and healthcare corporation with technologies in areas such as digital, data and analytics and customer relationship management., I couldn’t help but apply for the IT Manager position you have posted.

In addition to my expertise in managing large moderately complex projects and teams, business analysis, IT Service and stakeholder Management, Performance Management , Talent Management and technology integrations, I am actively involved in Business management Consulting including decision support, market insight, primary research, and competitive intelligence training

A sample of my achievements throughout my career journey include:

* Cascaded the **5**-year Digital Strategy and ensured proper communications to key Stakeholders and Customers
* Established **$500,000** virtual servers and network upgrade project with **3** months ahead of schedule and **10%** under budget and saved costs by **20%**
* Led the deployment of ERP and serialization program, ensured on-time, on-budget and to the spec. delivery.
* Safeguarded the right local policies and programs, conducted audit checks, and maintained system compliance
* Demonstrated ability to provide strategic finance support, streamline business processes, and drive Continuous Improvement
* Gained the Certified Project Management Professional (PMP) Credential from the Project Management Institute
* Gained MBA from University Leicester and multiple Microsoft Certifications

I am looking forward to the opportunity to discuss with you how my skills and expertise would make me a fit for the role. My resume shows such skills in addition to other qualifications that suit such an opportunity.

Thank you for your time and consideration.

Best regards,

*Mohamed El Shabasy*

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A professional experienced Digital Site Lead and Project Manager with 24+ years’ experience in business and IT technology (16 in digital & business technology in Pfizer corporation, 8 in software development and business analysis). Skilled in Project management with the experience in global, cross-functional (IT, production, engineering, supply, Quality, HR, finance, and procurement) projects.

Highly proficient in creating and delivering training and presentations and working in close collaboration with local and regional business teams. Have a clear vision for applying technology to add business value and to meet customers’ requirements.

**Skills**

Accountable | Communication Skills | Collaborative Team Development | Technology Strategy | Leadership | Change Management | Strategic Planning | Vendor Management | Business Process Improvement | System Integration | Strategic Direction and Roadmap | SDLC

**HIGHLIGHTS**

* Won the “2017 Q1 Pfizer Mission Award” for Quality Tracking System KPIs
* Won the “2019 Q1 Pfizer Mission Award” for launching Great Save Program in Saudi Arabia Plant
* Designed departmental procedures to handle customer complaints; resulted in reducing complaints by **30%**
* Established **$500,000** virtual servers and network upgrade project with **3** months ahead of schedule and **4%** under budget and saved costs by **20%**
* Achieved key projects deliverables and results under extremely rigid deadlines set by Saudi Food and Drug Authority SFDA and Ministry of Health (MOH) in Saudi Arabia

**PROFESSIONAL EXPERIENCE**

***Digital Site Lead* | Information Security Officer Pfizer***, Jeddah, KSA*

*06/2019 – Present*

* Enables business objectives by selecting and driving strategic solutions and shaping IT strategy
* Oversees business processes innovation and improvement
* Challenges the status quo and anticipates pharmaceutical industry and market trends
* Partnering closely with the Leadership team to implement project management plans and strategy, supply chain operations and materials sourcing and collaborate with business and external customers
* Delivers accountability to IT solutions & support, and maintain key relationships with other local and regional teams, business partners, key customers, stakeholders, and suppliers
* Drives standard solutions and understand of core internal IT products and how they drive business value
* Provided leadership, mentorship, and guidance to others, and act as role model to contribute and share knowledge with other IT and non-IT colleagues
* Focus teams on business objectives proactively and tracked progress and catalyst for identify business requirements
* Delivery project milestones in complex, ambiguous and changing environments, adhering to standards, policies, regulatory and compliance guidelines

***Business Technology Leader*  Pfizer***, Jeddah, KSA*

*08/2012 – 06/2019*

* Cascaded the **5-year** Digital Strategy and ensured proper communications to key Stakeholders and Customers
* Established the Start-up projects for a new plant in KSA including IT network, CCTV system, applications and content platforms, facilities, and business continuity
* Led Cross-functional team from different functional areas to deploy SAP ERP system and ensure project milestones were completed on time, on budget and with the desired results
* Led a 3-year digitization ERP and serialization program to comply with Saudi Food and Drug Authority (SFDA) requirements and avoid counterfeit drugs and achieve drug safety
* Shapes IT capabilities and determine how to best drive business strategies by consulting with business partners through the effective use of technology and manage their expectations by resolving conflicts between requirements and budgets
* Comes up to speed on the strategies and critical success factors and strategic plans/initiatives
* Participates in business planning, business analysis, needs analysis and risk assessment and communicated changes, business requirements and needs towards regional teams
* Delivers user outcomes Project Management by inspiring and mobilizing people and understand how to automates business processes, and how systems interconnect end-to-end
* Foster environment of trust and employee engagement by individualized coaching and development to ensure organizational objectives are successful
* Created and implemented processes to improve vendor relationship management, reviews & evaluations, governance & policies, and training & onboarding, leading to a significant, measurable lift in KPIs
* Developed and maintained a high standard project specifications documentation for key stakeholders and other functional areas
* Defined processes, best practices and tools that are suitable each project and use approaches depending on customer goals by creating detailed project scope, road maps, plans, schedules, and work breakdown structures

***Senior Business and Customer Analytics & Information Technology Specialist |Worked at the AfME solution Center for 1 year to support Emerging Market* Pfizer***, Jeddah, KSA*

***07/2005 – 08/2012***

* Identified and leveraged country operations and Business Unit operational needs through deep evaluation, assessment, creative and strategic solution planning to deliver cost-effective and innovative solutions
* Attained competitive advantage through new technology implementations, internal workflow streamlining, and data-driven analysis
* Spearheaded improved results of market research data visibility to bolster executive decision making by conceptualizing and deploying business sales forecasting and stock analysis solutions
* Collaborated with the global PMO team, procurement staff, engineering teams and vendors to meet requirements and deliver projects on-time and on-budget
* Developed & implemented warehouse analytics process to increase outbound consignment efficiency by **15%** within **6-months**

***Software Systems Development & Customer Analytics & Insights Manager* Bayanet S.A.E** *– Cairo, Egypt*

***10/2002 – 05/2005***

Hired and directed a team of six software developers to deploy agile methodology in a new sales data warehouse project ahead of scheduling

***Software Application Developer* Al Mohands Insurance Co. –** *Cairo, Egypt*

***10/1998 – 10/2002***

**EDUCATION**

**Level 7 Diploma in Strategic Management & Leadership *2018***

Chartered Management Institute CMI

**Master of Business Administration (MBA) degree in Computer Science *2018***

University Of Leicester

**Bachelor of Business Administration in Computer Science and Information Systems** ***1997***

Sadat Academy for Management Sciences

**TECHNICAL CERTIFICATIONS**

**Certified Project Management Professional (PMP)** – PMI ***2009***

**Microsoft Certified Technology Specialist (MCSTS) (SQL Server 2005)** – Microsoft ***2007***

**Microsoft Certified Trainer (MCT)** – Microsoft  ***2005***

**Microsoft Certified Database Administrator (MCDBA)** – Microsoft ***2004***

**Microsoft Certified Solution Developer (MCSD – Visual Basic)** – Microsoft ***2001***

**Microsoft Certified Professional (MCP) VB.NET - Windows Server 2000** – Microsoft ***2000***

**TECHNICAL SKILLS**

MS VB.NET | MS SQL Server DBMS| Analysis Services | Business Intelligence and Data Warehouse | Reporting Services | SAP BOBJ | Cognos | MS Windows 2008 & 2010 | MS Office 365 | MS Project | MS Visio | MS Team| MS SharePoint | Backup Solutions | Networking/Security | Web Applications & Mobile Technologies | Cyber Security | Dell VxRail Virtual Servers

**LANGUAGE PROFICIENCY**

**Arabic:** Native

**English:** fluent (oral and written); +16 years English as a business / working language

**French:** Limited Working Proficiency