Omar DAHAN

MEng(CCE), **MBA**(TQM), **MBA**(Strategy), **MSc**(Smart City), **TOGAF, LSSBB, CDTP, ITIL, SMC**(Scrum), **SAFe SP, PMP, ACP, MSP, MoP, P3O**

Email: omar.dahan@gmail.com | *Mobile/Txt:* **+966.5.33946167** | *Linkedin:* www.linkedin.com/in/dahan/ | *Website:* www.dahan.info
Nationality: **Lebanese** | *DOB:* **1982** | *Status:* **Married** (blessed with two kids) | *Trilingual:* **English, French, Arabic** | *Address:* **Riyadh, Saudi Arabia**

An accomplished certified consultant who has delivered consistently over the past **19 years** in progressive and result-driven leadership roles in the management of projects, initiatives, portfolios, and transformation programs. Experienced in a wide range of industries including the public sector, leading multiple teams and working with multiple business units to achieve strategic goals.

- Versatile, trilingual **Consultant** with expertise driving projects and leading **cross-functional** teams maintaining focus on achieving bottom-line results while formulating and implementing business solutions to meet a diversity of needs.
- Confident visible **Leadership** with over a decade of experience in managing projects' technical risks, ability to develop a solution for complex problems, awareness, and active knowledge of industry best practices and standards.
- Interface and **Communication** management, with a **Strategic** mindset, and **Quality** assurance approach focused on details to exceed all key stakeholders' expectations while maintaining high levels of owners' satisfaction.

Core Competencies

- ✓ Digital Transformtion
- ✓ Portfolio Management
- ✓ IT Products Management
- ✓ Smart City Management
- ✓ Stakeholders Engagement
- ✓ Program Management
- ✓ Systems Engineering Management
- ✓ Enterprise & Solution Architecture
- ✓ Risks Assessment and Mitigation

Career Experience

Timeline	Job Position	Company
Jan'23 – Present	**Senior IT Portfolio Manager** (IT Governance - Strategy)	MASDR – GOSI (Riyadh, Saudi Arabia)
Apr'22 – Jan'23	**Digital Cluster Lead** (Strategy & Transformation Office)	
Apr'21 – Apr'22	**Portfolio Manager** (EPMO), **Program Manager** (TMO)	Fircroft – GOSI (Riyadh, Saudi Arabia)
Oct'18 – Apr'21	**GIS Project Manager** (Integrated Geospatial Solution)	Khatib & Alami – SCEC (Riyadh, Saudi Arabia)
Feb'17 – Oct'18	**ICT Portfolio Manager** (Shared Mobility Applications)	TAQNEEN E-Solutions (Jeddah, Saudi Arabia)
Oct'16 – Feb'17	**Sr Management Consultant** (Smart Cities Initiatives)	NORYAN [MEP-Saudi Digitization] (Saudi Arabia)
May'12 – Oct'16	**ITS Engineering Manager** (Planning & Implementation)	DALLAH Trans-Arabia (Jeddah, Saudi Arabia)
Oct'08 – May'12	**Sr. ITS Systems Engineer** (Technology Consultant)	PMD House (Jeddah, Saudi Arabia)
Nov'07 – Oct'08	**Sr. System Integration Engineer** (Digital Security)	MOBINETS [GEMALTO Ext] (Tripoli, Lebanon)
Nov'06 – Nov'07	**Software Quality Assurance Manager** (R&D Software)	OSD Services [USA, NJ] (Tripoli, Lebanon)
Aug'05 – Nov'06	**Software Engineer** (CMS Development & QA Planning)	SWORD Group [France] (Beirut, Lebanon)

Senior IT Portfolio Manager (Business & Enterprise Solutions) [IT Governance – Strategy]   Jan 2023 - Present
at **MASDR (Consultancy for GOSI "General Organization for Social Insurance")** [Riyadh, Saudi Arabia]

Managing a portfolio of projects focussed on product, process and system development, providing long-term delivery and project effectiveness, and assurance to meet the operational and strategic objectives. Managing interdependencies, resourcing and any proposed changes which may affect project priorities. Monitoring the quality of project outputs to ensure strategic objectives are met. Ensuring effective oversight of IT investment in close coordination with the leaders. Establishing working relationships with all stakeholders and ensuring effective portfolio communications. Delivering portfolio updates in line with the reporting requirements of the Executive and Board.

Digital Cluster Lead (Strategy & Transformation) [Transformation Programs Management]   Apr 2022 - Jan 2023
at **MASDR (Consultancy for GOSI "General Organization for Social Insurance")** [Riyadh, Saudi Arabia]

Led the Public-Private Social Insurance post-merger generated integration programs under the Digital cluster. Managing the end-to-end programs for undergoing strategic technology and business transformation initiatives. Leading the full Digital cluster of a total of five programs within a Billion Transformation Portfolio. Aligning with the strategic priorities, driving outcomes and benefits through vision and purpose; following integrated, holistic, and connected approaches to bring optimal pace and value.

Portfolio Manager (EPMO), Program Manager (TMO) [Portfolio/Program Management]   Apr 2021 - Apr 2022
at **Fircroft (Consultancy for GOSI "General Organization for Social Insurance")** [Riyadh, Saudi Arabia]

Leading the overall portfolio with strong attention to strategy, implementation, and delegation. Coordinating efforts between projects and overseeing the achievement of organizational goals. Developing performance index as the KPIs owner of the Enterprise Project Management system. Change management functions within the organization to control the lifecycle of changes during project implementation and ensure standardized methods and procedures are used efficiently.
Strategic Project: Spearheading the development, implementation, and management of delivering collection and lending analytics system which automates all procedures of the collections, resulting in optimized operational efficiency and reduced risk of bad debts.

Project Manager (GIS Systems & Solutions) [*Integrated Geospatial Solutions*]   Oct 2018 – Apr 2021
at **Saudi Consolidated Engineering Company (Khatib & Alami – SCEC)** [Riyadh, Saudi Arabia]

Provide direction and management for implementation of GIS Solutions (Geospatial Information Systems), with full responsibility for the scope management, and commercial performance to meet the project goals & objectives. From an ICT perspective, Geospatial technologies have a key role to play when it comes to enabling smart, which consists of Sensing, Data, Business, and Application layers.

ICT Portfolio Manager (Agile Service Delivery) [*Shared Mobility Apps & B2B Platforms*]   Feb 2017 – Oct 2018
at **TAQNEEN Electronic-Solutions** (Information Technology and Services) [Jeddah, Saudi Arabia]

Planning, leading, organizing, and motivating agile project teams to achieve a high level of performance. Delivering solutions, and services in support of approved business-driven portfolios of work. Assuring high-quality solutions that meet functional requirements and delivery schedules. Providing recommendations, status updates, and business value propositions to the owner.
Delivered projects: Government services (Elm), Business Portals (Education, Umrah), Ride-Hailing App & Platform (International).

Sr Management Consultant (Smart Cities) [Smart Cities Initiatives for NTP 2020]   Oct 2016 – Feb 2017
on behalf of **NORYAN** (at Ministry of Economy and Planning -Digitization program) [Riyadh, Saudi Arabia]

Project Management function to support government digital transformation initiatives under the "National Transformation Program 2020", serving the strategic objectives of "Saudi Arabia's Vision 2030", with a focus on Smart Cities applications and services. The goal is to enhance collaboration among the entities, restructure the initiatives to maximize their impact, develop a detailed implementation plan, and support the portfolio strategy.

ITS Engineering Manager (Systems & Quality) [*ITS project - ATVAM phase-II*]   May 2012 – Oct 2016
at **DALLAH Trans-Arabia** (DTA) [Jeddah, Saudi Arabia] for the western region {three cities: Jeddah, Makkah, and Medina}

Managing the design/implementation until the operation, including quality governance, Testing, V&V, and maintenance facilities. Coordinating projects, making detailed plans to accomplish goals, and directing the integration of technical activities. Analyzing technology, resource, and business needs to assess the feasibility of projects. Directing, reviewing, and approving product design and changes. Managing client acceptance and delivery. This encompasses the following skills set and experiences: Concept of Operations, Requirements Engineering, Quality Management System, Configuration Management, Systems Integration, Interface Management, Testing & Commissioning, System Assurance (RAMS), Verification & Validation and System Acceptance, Human Factors (Appraisal and Performance Optimization) for optimal Operation and Maintenance.

Sr. ITS Systems Engineer / Consultant [*ITS Project - ATVAM phase-I, familiar as "SAHER"*]   Oct 2008 – Apr 2012
at **PMD House** (Project Management & Development) on behalf of DTA [Jeddah, Saudi Arabia]

Consultant for the ATVAM project (Automatic Traffic Violation Administering and Monitoring) Systems Engineering lifecycle: I was involved in the initiation phase going through implementation until the operation taking care of the quality of the specification development, compliance with MOI requirements, anticipating and analyzing risks related to system deficiencies and advising with effective solutions as feedback for the technical designs.

Sr. System Integration Engineer (External' Gemalto digital security [France])   Nov 2007 – Oct 2008
at Mobile Network Solutions (**MOBINETS**) [Tripoli, Lebanon]

Maintaining custom products and mobile business solutions, playing the role of software Integrator for Telecom Operators (VAS, and System maintenance): installing, testing, and deploying patches or custom solutions at customers' premises or remotely, on behalf of Gemalto-CISMEA (world leader in digital security and Over-The-Air applications for smart cards, tokens, and managed services).
• Client: CytaMobile Vodafone Cyprus (electronic payment solution provided by mobile balance).
• Client: MTN Telecom (S@T, OTA services) in addition to the Nokia-Siemens "e-Refill" solution.

Software Quality Assurance Manager (Offshore' NovoPath [New Jersey – USA])   Nov 2006 - Nov 2007
at Outstanding Solutions Delivered (**OSD Services**) [Tripoli, Lebanon]

Chief of Quality Assurance department for NovoPath solutions design (Laboratory Information Management software platform): gathering client requirements, critical design reviews, planning resources, managing plans and testing, deployment, performance monitoring, and issue management.

Software Engineer (Offshore' Linkvest [Switzerland] && Sword Group [France])   Aug 2005 - Nov 2006
at **SWORD Group** (IT & Software) [Beirut, Lebanon]

• **Orange Communications SA**: Quality plans and Reports (Planning, Testing, and remote Coordination)
    - (CRM-ICE 5.2) Integrated Customer Care Environment, Orange Europe
    - (NTMS 3) Nokia Terminal Management Server, Orange Telecom Europe
• **Omega Watches SA, Bienne** (open-source CMS): Customization of the Omega watches & jewelry websites www.omegawatches.com
• **Edipresse Publications SA**, Lausanne (ECM) "DAY Communique": Customization & (24h/7d) Support for publishing of the Online Journals published in Switzerland: [24 Heures] www.24heures.ch - [Tribune de Genève] www.tdg.ch - and [Le Matin] www.lematin.ch

Academic Qualifications

Degree	Period	Specialization [Grade]	Learning Organization
MSc	2020-2021	*Master's in Global **Smart City Management** [94.7%]* - *SDGs, Sustainability & Resilience* - *Strategy & Business opportunities*	*Universitat de Barcelona (Barcelona, Spain)* *[Instituto de Formación Continua - IL3]*
MBA	2013-2014	***Strategic Management and Leadership** [79%]* - *Creativity to Sustainability (Innovation Management)* - *Contemporary Issues in Strategic Management*	*Napier University (Edinburgh, United Kingdom)* *[Online Distance Learning, with Advanced Entry]*
MBA	2010-2012	***Total Quality Management (TQM)** [82%]* - *Production and Operations Management* - *Quality Management Systems (ISO 9000)*	*Sikkim-Manipal University (Jeddah, Saudi Arabia)* *[Learning Center, and Examination in Embassy School]*
MEng	2000-2005	***Electronics Engineering (CCE)** [89%]*	*Lebanese Univ. Faculty of Eng. (Tripoli, Lebanon)*
HS-Bac	1987-2000	*High-School **Baccalaureate (Math)** [81.5%]*	*Rawdat el-Fayhaa Secondary (Tripoli, Lebanon)*

Professional Certifications

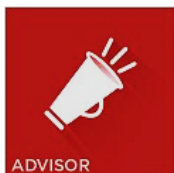| Domain Expert	Certification Board ®
*Project Management Professional (**PMP**® License # **1964225** – Jeddah, Saudi Arabia)*	Project Management Institute (**PMI**), USA
*Scrum Master Certified (**SMC**™) by SCRUMstudy.com (Agile **SMC**™ – License # **656110**)*	**SCRUMstudy** for Scrum & Agile Certifications
*Lean Six Sigma Black Belt (**LSSBB**™) by 6SigmaStudy.com (**LSSBB**™ – License # **703296**)*	**6SigmaStudy** for Six Sigma certifications
*Digital Transformation Professional (**CDTP**) by GTA (License #**221200008-20010003**)*	*Global Trust Association (**GTA**), Madrid-Spain*
*TOGAF® **9.2** Certified in **Enterprise Architecture** by The Open Group (License #**157964**)*	**The Open Group** Standard for (TOGAF®), USA
*ITIL® Certificate in **IT Service Management** by AXELOS (License #**GR750464742OD**)*	PeopleCert **AXELOS** Best Practice (ITIL®), UK
*MSP® Certificate in **Programme Management** by AXELOS (License #**GR666007409OD**)*	PeopleCert **AXELOS** Best Practice (MSP®), UK
*MoP® Certificate in **Portfolio Management** by AXELOS (License # **GR641007626OD**)*	PeopleCert **AXELOS** Best Practice (MoP®), UK
*P3O® Certificate in **Portfolio, Programme & Project Offices** (License #**GR645008180OD**)*	PeopleCert **AXELOS** Best Practice (P3O®), UK
***Effective Deployment of Intelligent Transportation Systems (ITS)** by IRF (in Riyadh)* *For Infrastructure & Transportation Executives and Professionals in KSA & GCC region.*	**International Road Federation (IRF),** USA co-signed by Transport Deputy Minister (KSA) and IRF's President in Washington D.C. (USA)
***Intelligent Traffic Solutions** Configuration & Management, Traffic Engineering for UTC,* *CCC Operation & Administration, Operational Scenarios & Response Plans.*	**Schneider Electric, with "Telvent Trafico y Transporte",** Madrid & Barcelona – Spain
***Geographic Information Systems (GIS)** (ArcGIS Pro, ArcGIS Online, Managing Spatial Data and Making Analysis) by ESRI Certified Instructor from K&A GIS Training Services.*	**Khatib Alami,** Riyadh – Saudi Arabia

Professional Memberships

- ❖ ***Orders of Engineers,*** *Tripoli – Lebanon [ref# 5618]* Electronics Engineering (Telecommunications & Information Technology)
- ❖ ***Saudi Council of Engineers,*** *Jeddah – Saudi Arabia [ref# 142646]* registered Electrical-Electronics Engineer "Associate Level"
- ❖ ***Project Management Institute,*** *USA [ref# 1477290]* Saudi Arabia' Chapter, as Project Management Professional (CID 1964225)
- ❖ ***Association of Enterprise Architects,*** *USA [ref# 68630266]* The Open Group, as Professional Enterprise Architect (CID 157964)

Continuous Development

Ad-hoc Management Courses	Universities (Coursera ®)	Skills (by ExpertRating.com ®)
Public-Private Partnerships (PPP)	*World Bank Group*	*Business Analyst # 2809614*
Meeting the Challenge of Digital Transformation	*LinkedIn.com*	*Basic Finance Skills # 2809616*
International Organizations Management	*Université de Genève*	*Time Management Skills # 2809615*
Successful Negotiation (Strategies & Skills)	*University of Michigan*	*Project Management # 2809611*
Unethical Decision-Making in Organizations	*Université de Lausanne*	*Total Quality Management # 2809612*
Competitive Strategy	*University of Munich*	*KAIZEN # 2809613*
Introduction to Systems Engineering	*University of New South Wales*	**Training (by Lynda.com ®)**
Drafting Contracts	*Université de Genève*	*Rescuing Troubled Projects # 78EA4A*
Corporate Finance Essentials	*IESE Business School*	*Pitching Projects to Executives # 3B7E0E*
Critical Perspectives on Management	*IE Business School*	*Writing Proposals # B7DCC9*
On Strategy, What Managers Can Learn…	*École Centrale Paris*	*Six Sigma # A3624E*
Scaling Operations - Linking Strategy & Execution	*Kellogg School of Management*	*Lean Six Sigma # 7E4FB8*
Fundamentals of Global Energy Business	*University of Colorado*	*Document Retention & Data Mg. # BD871D*

Key Strengths & Skills | *Digital Strategic Transformation, Innovation, and Growth…*

Problem-Solving 🔒 ***Focus*** ☑ ***Purpose*** ↗ ***Communication*** 🗨

⇨ **Ability to Delegate and Mobilize the strongest Team to tackle the Project.**
- *Enthusiastic leader who enjoys challenges under tight deadlines or pressure,*
- *Good listener with the ability to communicate well with people at all levels,*
- *Comfortable in identifying the strategic directions to exceed expectations,*
- *Creative thinking ways to overcome major obstacles and achieve objectives.*

(StandOut Assessment, source: standout.tmbc.com)