

Ossama AHMAD

PROFESSIONAL EXPERIENCE

WAFA Telecom (Strategy & PMO HoU) Oct/2023 – Present

- Coordinating company's strategy creation integrated with Risks
- Creating company's risk portfolio (ERM)
- Managing commercial launch projects (50)
- Coordinating the planning and follow-up of the company's commercial launch activities
- Weekly reporting progress

Consultation Jul/2022 – Oct/2023

- Online trainer of DevOps series and Data Analytics.
- Restructuring companies to use CMMI and Agile & DevOps.
- Introducing the latest technologies (Microservices, Docker, K8s, Prometheus, Grafana, Jira, Git).

MoCT (IT Dev Director) 2021 - Jun/2022

Syrian Accreditation for Software Companies (SASC)

A framework for continual improvement of software companies using the CMMI model.

- Development and operation of the national web site <https://sasc.sy> using Angular, Spring boot, PostgreSQL, and PostgREST (Back-end)
- Testing: using junit for Spring boot, Karma-Jasmine, Protractor for angular and jMeter for performance.
- On-prem hosting using VMWare ESXI, ubuntu (ssh access), iptables, Nginx and HAProxy. **Latter moved to Docker.**
- **We created a repository of the software companies and held 2 workshops.**
- **7 companies registered for SASC and they are working on improving their practices (I am providing consultations to three of these companies).**

New Digital Transformation strategy

- Updating the Syrian e-gov strategy to a Digital transformation strategy.
- The new strategy was published on August-2021
- **It contains 12 programs. 13 projects were launched in 2022 including e-health, industrial registry, tax registry, e-procurement, investors portal, commercial registry.**

Ericsson (Project Manager)

2016-2020

ST CCBS Upgrade & Expansion (CCBS2)

- CCBS is a telecom BSS Transformation solution implemented by Ericsson for Syrian Telecom.
- It consists of 5 integrated systems: Billing, CRM, Mediation, Activation, Inventory and Collection with an ESB
- It has thousands of users and serves millions of clients.



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Education

- MBA (HIBA & UAB)
- Master & Bachelor in Computer science (HIAST)

Certifications

-  AI Engineering
-  DevOps and Software Engineering
-  Google Data Analytics
- ITIL 4
- PMP

- **My responsibilities** included:
 - Coordinating all Customer Communication and concerns with remote team.
 - Leading the local team in:
 - Eliciting the requirements of the project
 - Construction of the needed data center and deploying the needed hardware
 - The activities of the **acceptance testing**, (more than 1100 test cases, took about 5 months), performance testing using jMeter.
- **The project succeeded despite all the difficulties and it has been in production since 1/1/2020.**

Ministry of Communication and Technology (CIO)		2008-2015
Digital Signature of Syria	Member	2016
<ul style="list-style-type: none"> • Creating the ToR of National Digital Signature of Syria • A Russian company won the bid to develop the system and it is now in production. • https://www.nans.gov.sy/ar/departement/services_of_the_electronic_certification 		
Telcom Universal Service Policy (USP)	Member	2015
<ul style="list-style-type: none"> • Constructing the Syrian USP to create a US Fund. • I was member in the US committee for more than two years. • We decided to finance many telecom and IT public projects. 		
MoCT Restructuring	MBA student	2012
<ul style="list-style-type: none"> • Restructuring and Business Process Reengineering. • 250 business processes were modeled using BPMN, analyzed and re-engineered, and a new QMS was developed and issued (added matrix organization). 		
CMMI-DEV consultation	Member Consultant	2009-2010
<ul style="list-style-type: none"> • Provide consultation to get the CMMI-DEV ML2 and ML3. • 8 companies participated, 3 of them achieved CMMI-ML3 and 2 achieved CMMI-ML2. 		
MoCT web site	Director	2010
<ul style="list-style-type: none"> • Development of MoCT web site using Drupal CMS. • The site lived for 7 years before renewed. 		
e-government strategy in Syria	Member	2009
<ul style="list-style-type: none"> • Creating the e-government strategy of Syria. • The strategy was issued on 2010 and applied progressively till 2020. 		
Others (Development Manager, part time)		2004-2022
Mobile Apps	Developer, Architecture	2021-2022
<ul style="list-style-type: none"> • Developing many mobile apps using Flutter and Spring Boot (Android, iOS, GPS, APIs, WebSocket ...) • Flutter packages: flutter_map, http, html, shared_preferences, geolocator, geocoding, image, encrypted_shared_preferences, platform_device_id, sqflite, audioplayers, archive, intl, Hive, Provider. • 3 mobile apps serve hundreds of users. 		
Elaboration of DEV tools in SyriaTel	Consultant Trainer	2013-2016
<ul style="list-style-type: none"> • Enhancement of DEV tools usage in SyriaTel. • Provided training on MS TFS 2015 (later Azure DevOps), Project Server, SharePoint, Business Process Management, CMMI and BI. These tools are now helping the team. 		
Database API	PM	2004
<ul style="list-style-type: none"> • Development of a database API using Visual C++, SQL Server, ADO, ActiveX, Msxml3, SQL DMO. • The API was used by the company SyrianSoft to develop HR Management system. 		
Kuwait post automation	PM	2003
<ul style="list-style-type: none"> • Automating Kuwait post in cooperation with the French company SPS using PowerBuilder, Oracle (including replication) , fast peripherals ... • The system is operational 		

HIAST restaurant reservation automation PM

2000-2004

- .NET, c#, SQL Server, ASP.NET, ADO.NET, IIS, SSL, ...
- ***The system is still used till now***

Ortho1 PM

1996-2008

- Orthodontics automation software. Object Oriented Programming, Visual C++, Medical Database, TWAIN, image processing, GDI, ...
- ***The system is still used by many orthodontists***

Teaching experience

Subject	Students	Time
Data Analytics	Online publishing	2023
DevOps	Online publishing	2023
CMMI 2.1 – Agile (Scrum)	Software experts	2022
ICT for Development (ARAEAB)	Master student in e-business	2017
ICT Policies & Strategies (AIGLE)	Public Sector Managers	2015
SharePoint 2013	Engineers	2014
Microsoft Project Server	Project Managers	2014
Business Intelligence using MS Project Server	Project Managers	2014
CMMI-DEV (CM, PI)	Developers	2013
ICT Standards (PMP)	Public Sector Employees	2010,2016
MS SQL Server Admin	Syrian Virtual University	2006-2016
MSF & MS Project	Engineers	2004
Enterprise IT Project Management	IT Managers in public sector. Cooperation between JICA* and FIT**	2005
.NET Programming	Engineers	2002
Programming in Visual C++	Engineers	2000
Using Microsoft Excel	Engineers	1999
Operating Systems	HIAST Forth, Fifth Years and in the FIT**	1996-2000
Programming in Pascal	HIAST 2 nd Year	1996

*JICA: Japan International Cooperation Agency

**FIT: Faculty of Information Technology