



Mahmoud Al Khawam

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Address: Tanzeem Kafrsouseh, Damascus, Syria (Home)

WORK EXPERIENCE

01/08/2021 – CURRENT DUBAI, United Arab Emirates

PROJECTS MANAGER TRANSTEK SYSTEMS

- Ensure all projects are delivered on time within the stipulated scope and budget
- Lead the initiation and planning of a project and ensure technical feasibility
- Ensure resource availability and allocation
- Develop a detailed plan to monitor and track the progress of the project
- Coordinate with internal and external parties for the flawless execution of projects
- Manage relationships between clients and stakeholders
- Measure project performance using appropriate project management tools
- Perform risk management analysis to reduce project risks
- Report and escalate to upper management as and when needed
- Create and maintain a comprehensive project documentation

Business or Sector Administrative and support service activities | **Department** OPERATIONS |

Address Unit 2107, Iris Bay Tower, Business Bay Dubai, UAE, 101 Building 3, 10 Al Halawi Street, Al Muntazah Abu Dhabi, UAE, DUBAI, United Arab Emirates |

Website <https://transtek.com/>

22/07/2018 – 22/08/2018 Damascus, Syria

INTERNSHIP MTN, SYRIA

- Update processes & procedures for the Facilities and Services department (internal and external process) to increase the quality of work, and products consistently and increase customer satisfaction.
- Putting internal (SLA) *Service Level Agreement* to set performance expectations and create a clear path to conflict resolution.
- Use the MTN toolkit as a guide to track and monitor the ongoing three projects (Shaar, Mohafza, and Abbassen) point of service.
- Coordinated and updated status report for this project identified risks and put an action plan to mitigate risk.

Business or Sector Administrative and support service activities | **Department** Facilities |

Address mazzeh,, Damascus, Syria | **Email** info@mtn-sy.net | **Website** www.mtn.com.sy

10/06/2018 – CURRENT Syria

VOLUNTEER WORK JCI ,DAMASCUS

14/09/2016 – CURRENT Damascus, Syria

PUBLIC RELATIONS MANAGER KHAWAM BROTHERS

- Oversee public relations and public-facing marketing strategies.
- Develop an impressive corporate image.
- Coordinate press opportunities.
- Nurture and leverage relationships with existing and potential media partners.
- Review and manage PR budget and goals.
- Grow and maintain stellar brand awareness.

Address Al Nasser Street, +9630112211943, Damascus, Syria | **Website** www.khawambros.com

01/07/2015 – CURRENT Damascus, Syria

BUSINESS DEVELOPMENT MANAGER, ODOO ERP SYSTEM KHAWAM BROTHERS

- Ensure top management visibly supports the project at Kickoff, status meetings, etc.
- Hold firm on project scope and management expectations.
- Assign ownership of deliverables to business leaders.
- Effective change management and user training is imperative.
- Have a solid, integrated project plan down to the people/task level so everyone understands their responsibilities.
- Work to critical path delivery dates and make timely decisions.
- Develop management performance objectives that are tied to savings and deliverables from the start.
- Avoid interfaces wherever possible.
- Always challenge consultants to do better than the timeline and set high expectations for the entire project team.
- Ensure knowledge transfer from consultants to internal employees.
- Document procedures and ensure they are part of end-user employee tasks.
- Whenever possible, change the process before technology.
- Do not underestimate the “people change” side of the equation. Implementing new technology is straightforward compared to getting people to adapt to new roles, responsibilities, and measurement systems.

Business or Sector Administrative and support service activities | **Email** khawam@info.com |

Website www.khawambros.com

● **EDUCATION AND TRAINING**

17/02/2024

PROFESSIONAL IN BUSINESS ANALYSIS (PMI-PBA)® Project Management Institute

Address 14 Campus Blvd, Newtown Square, PA 19073-3299 USA | **Website** <https://www.pmi.org/> |

Field of study Business, Administration and Law | **Final grade** Pass | **Valid until** 17/02/2026

13/06/2021 – 18/06/2021 Dubai, United Arab Emirates

PROJECT MANAGEMENT USING ODOO EBtech For Training

Address DUBAI , Dubai, United Arab Emirates | **Website** www.ebtech.com |

Field of study Teacher training with subject specialisation | **Final grade** pass

12/04/2021 – 12/04/2021 United States

PROJECT MANAGEMENT PROFESSIONAL (PMP)® Project Management Institute

Address 14 Campus Blvd, Newtown Square, PA 19073-3299 USA, United States | **Website** www.pmi.org |

Field of study Management and administration | **Final grade** Pass

11/10/2020 – 14/10/2020 Cairo, Egypt

AGILE METHODOLOGIES OF PROJECT MANAGEMENT Okasha Academy

Website www.okashacademy.com

21/02/2020 – 05/06/2020

ORACLE DATABASE 1 & 2 Al-Tanmyea for Training and Developing

Address Alrawda

20/11/2018 – 05/03/2019

CERTIFIED ETHICAL HACKING Al-Tanmyea for Training and Developing

Address Alrawda

22/10/2018 – 29/11/2018

STRATEGIC PLANNING RECENT THEORIES Al-Tanmyea for Training and Developing

Address Alrawda

31/05/2018 – 31/08/2018 Damascus, Syria

ICDL AI - Khwarizmi Training Center

Address Baramkeh, Damascus, Syria

23/02/2018 – 25/06/2018 Damascus, Syria

PROJECT MANAGEMENT PROFESSIONAL Al-Tanmyea for Training and Developing

Address Alrawda square, Damascus, Syria

19/10/2014 – 15/07/2019 Damascus, Syria

MANAGEMENT INFORMATION SYSTEM Arab International University

Address Mazzeh High Way, Damascus, Syria

● **LANGUAGE SKILLS**

Mother tongue(s): **ARABIC**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C2	C2	C2	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **ADDITIONAL INFORMATION**

COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills - How to build goodwill in communication. - Doing Professional presentation. - Negotiation skills.

JOB-RELATED SKILLS

Job-related skills

- Developed team work skills and quick, positive reactions in stressful and busy work environment, also during my job position

NOTES

LINKS

please visit the below link for more exploration of the related certificates

Link https://drive.google.com/drive/folders/1vP52vxPnCndm-phrkpGPD8G_bLd5R8Ed?usp=sharing