Mohamed A. Ragab

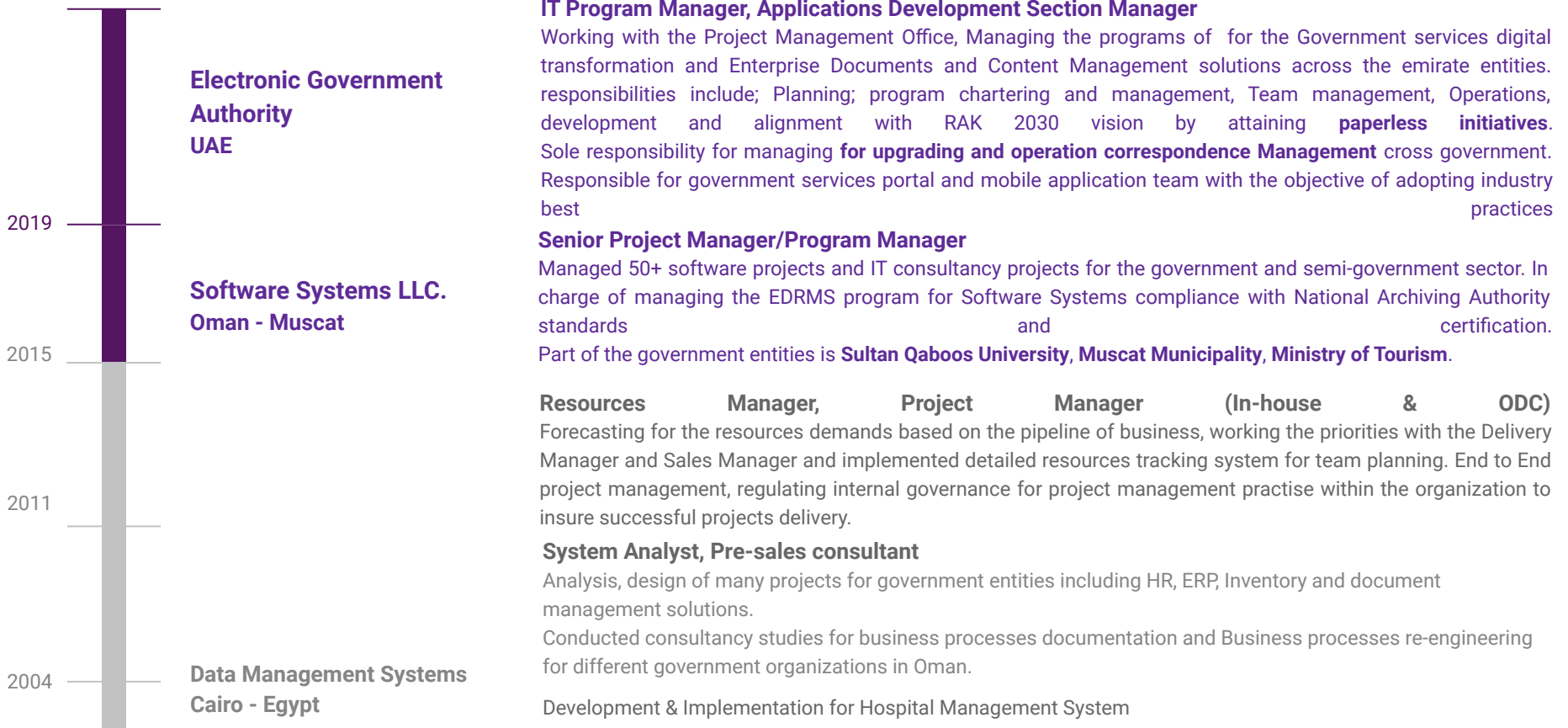Program Manager, Application technology Lead

Performance-driven professional with excellence in client engagement; set up Organizations Portfolio and delivery strategy, operations readiness and internal controls in the organization.

Strong Program and Project management, implementation skills that have resulted in repeated success in guiding sizeable, cross-functional, multi-cultural & multi-geographical teams in the design and launch of leading-edge solutions and best practices.

Employment History

2019

2015

2011

2004

Electronic Government Authority
UAE

Software Systems LLC.
Oman - Muscat

Data Management Systems
Cairo - Egypt

IT Program Manager, Applications Development Section Manager
Working with the Project Management Office, Managing the programs of for the Government services digital transformation and Enterprise Documents and Content Management solutions across the emirate entities. responsibilities include; Planning; program chartering and management, Team management, Operations, development and alignment with RAK 2030 vision by attaining **paperless initiatives**. Sole responsibility for managing **for upgrading and operation correspondence Management** cross government. Responsible for government services portal and mobile application team with the objective of adopting industry best practices

Senior Project Manager/Program Manager
Managed 50+ software projects and IT consultancy projects for the government and semi-government sector. In charge of managing the EDRMS program for Software Systems compliance with National Archiving Authority standards and certification.
Part of the government entities is **Sultan Qaboos University**, **Muscat Municipality**, **Ministry of Tourism**.

Resources Manager, Project Manager (In-house & ODC)
Forecasting for the resources demands based on the pipeline of business, working the priorities with the Delivery Manager and Sales Manager and implemented detailed resources tracking system for team planning. End to End project management, regulating internal governance for project management practise within the organization to insure successful projects delivery.

System Analyst, Pre-sales consultant
Analysis, design of many projects for government entities including HR, ERP, Inventory and document management solutions.
Conducted consultancy studies for business processes documentation and Business processes re-engineering for different government organizations in Oman.

Development & Implementation for Hospital Management System

Qualifications

Bsc's Engineering
Ain Shams University, Egypt
1995 - 2000

Msc Information Systems Management
University of Liverpool, UK
2011 - 2015

Digital transformation post graduate diploma
Purdue University, USA
2021 - 2022

PMP
PMI
2009

PMI-ACP
PMI
2018

PgMP
PMI
2023

PfMP
PMI
2023

Design thinking

Innovation Management

IBM FileNet

Electronic records Management ISO-15489

Strategic Innovation Leadership

Qlik Sense, Qlikview

Business Analysis

Resource Management

Government Excellence Model

Leadership positions

2015-2019

Primary role   : Senior Project Manager

As senior program manager, i managed:
- Leading the EDRMS program for Software Systems LLC.
- Coordinating with 4 project managers their projects scoping and execution to ensure those projects outcomes meets the program targeted benefits.
- The company was awarded as first certified vendor for compliance with National Records Archives Authority standards.
- Conducted many public training sessions to the government entities employees, as well as in the 1st Archives International Conference held in Muscat.

Secondary role   : Technical Resource Manager

As technical resource manager, i managed team of 15 developers (both onsite and offshore):
- Resources demands forecasting.
- Resources allocation to the different projects and initiatives
- Resources Levelling.
- Resources monitoring of utilization and efficiency .
- Resources competency assessment and performance evaluation.

Demonstrated to International Scientific Conference on Records & Archives

EDRMS Workshops conducted for Government entities 2017- 2018

Leadership positions

2019-today

Primary role   : Program Manager, Applications Development Section Head

As Program manager, i managed:
- Leading the EDRMS program for Electronic Government Authority of Ras Al Khaimah.
- Coordinating with all project managers their projects scoping and execution to ensure those projects outcomes meets the program targeted benefits.
- Plotting draft strategy and roadmap for the yearly program milestones.
- Planning resources and cost for the projects in the pipeline on yearly basis, enforcing the needed monitoring and controlling techniques.

Leading Applications Custom Development section, i am responsible for:
- The portfolio of government services and non-ERP development solutions across Ras Al-Khaimah government.
- Planning and prioritizing demands from all government entities in RAK.
- Planning resources and cost for the projects in the pipeline on yearly basis, enforcing the needed monitoring and controlling techniques.
- Leading four teams with 34 team members to deliver and achieve the organizational objectives through the different initiatives and projects as well as IT operations management.

Coordinating and managing many sessions cross government entities

RAK EGA Award winning for RAK IT Department of the year

Appreciations

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Contacts