

Name: Hussam Kamal Morsy **Email:** hkamal@compexit.com **Mobile:** +201222106631

Career Objective:

An IT Service Managing Consultant of 25 years experience with extensive expertise in IT Services Management (ITSM) and ITIL, strategy, governance, methods, processes design and improvement, strategic technology infrastructure planning, project management ,and developing effective solutions to meet customer business requirements. ITIL certified V3 Expert, TIPA Lead Assessor, and Prince2 practitioner certified.

Worked with public and private sector organizations managed programs and projects for business transformation and service improvement, designed and implemented new services, implemented service management software tools, established operational processes using ITIL and led IT department reorganizations.

Achieve excellence within IT service delivery, recognizing the need for both efficiency and effectiveness whilst remaining pragmatic as to setting realistic goals and managing stakeholder expectations.

One of the key reviewers of the Prince2 for ITPreneurs .

Area of Expertise

- IT Service Management
- ITIL
- Project Management
- Maturity Assessment
- Problem Solving
- Software Maturity (CMMI)
- Software Engineering

Industry Certifications:



- ITIL v3.0 Expert
- ITIL v3.0 Service Offering and Agreements
- ITIL v3.0 Planning, Protection and optimization

- ITIL v3.0 Release, Control and Validation
- ITIL v3.0 Operation Support and Analysis
- ITIL v3.0 Foundation
- Certified PRINCE2 Foundation
- Certified PRINCE2 Practitioner
- TIPA Lead Assessor
- Kepner – Tregoe for problem solving
- CompTIA CLOUD Essential Certified
- OOAD part 1 and part 2 IBM certification
- Certified Software Test Professional (IIST)

QUALIFICATION HIGHLIGHTS

Subject Matter Expertise and Consulting Services Development and Delivery

- Developed and delivered management value added consulting and strategic technology infrastructure solutions:
 - IT Service Management (ITSM) based on ITIL best practices.
 - ITIL V3 Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement.
 - ITIL Service Delivery and Service Support areas of Service Level, Availability, Capacity, Financial, and IT Service Continuity Management; Incident, Problem, Change, Release, Configuration Management and Service Desk
 - Organizational Maturity and Transformation
 - Assess the current processes maturity against the target maturity using TIPA
 - Enterprise Architecture including Business, Data, Application and Technology Architectures.
 - All ITIL implementation services are managed using Prince2 project management method.
 - Problem Solving techniques follows Kepener-Tregoe methods.

The above services included the business strategies and deployment plans, delivery and developing the appropriate delivery guides, collateral, and training where needed.

Consulting Accomplishments

- ITIL and IT Services Management
Work with many ITIL and ITSM process integrations that included full assessments, architecture, design, planning, and implementation and best practice methodologies for ITSM holistically in the areas of people, process, technology and information across the organization and integration for those ITIL process areas.

Most of the ITIL and ITSM Organizational Optimization and Business value added process integrations were performed across all or many ITIL Service Support and Delivery areas. Each successful project completed on time and within budget that met customer requirements and expectations. Some organization examples include:

- A large industrial Organizations in KSA
- A multiple vendors of Egypt government agencies.
- IT Systems Architecture Planning
Developed and delivered an IT infrastructure tactical and strategic, enterprise wide, multi-platform solution based on business requirements for a major Egyptian communication technology government organization. This included business and IT infrastructure process and requirements analysis developing the transition plans to implement them.

AREAS OF STRENGTH

- TECHNICAL**
- Enterprise Architecture
 - Technology infrastructure Assessment, Planning, and Implementation
 - Capacity Planning and Performance
 - Operational Assessment and Managed Care Outsourcing
 - IT Service Management
 - ITIL V3 Service Strategy, Design, Transition, Operation and CSI
 - Organization Transformation

- BUSINESS**
- Service Strategy and Design
 - Organization Maturity change
 - Project Management

PROFESSIONAL EXPERIENCE

Senior Solution Director

May 2014- Present

MEDRAR for IT Services,

Develop, review and ensure the appropriateness of value added solutions that focus on IT Service Management, Business Transformation and Governance based on ITIL best practices for all existing customers in the Gulf Area.

IT Consultant

June 2010 – April 2014

CompEx for IT,

Deliver IT Services Management (ITSM), Organizational Transformation solutions based on ITIL best practices that focus on the people, process, technology and information perspectives of providing integrated organization wide business solutions within the IT infrastructure. This includes all aspects of ITSM best practices and methods from analysis, through architecture and design, to planning, implementation, and support.

Executive Technology Advisor

June 2012 – March 2013

IBM/MICTSETA WDS Johannesburg, South Africa

Develop, review, ensure and deliver the appropriateness of value added Learning solutions that focus on IT Service Management, based on IBM's Workforce Development Initiative (WDI) for Graduates in South Africa. The primary focus of IT workforce development solution (WDS) is provisioning for holistic approach on the people, process, and technology and information perspectives of providing Professionals within the IT infrastructure across market.

Executive Technology Advisor

April 2009–April 2014

IBM/PIFSS WDS Program, Kuwait

Develop, review, ensure and deliver the appropriateness of value added Learning solutions that focus on IT Service Management, based on ITIL best practices for program Graduates in Kuwait. The primary focus of IT workforce development program Provisioning for holistic approach on the people, process, technology and information perspectives of providing Professionals within the IT infrastructure across multiple Gulf market. Ensuring all aspects of ITSM/ITIL best practices and methods from analysis, through architecture and design, to planning, implementation, and support.

Senior Solution Director

Jan 2006 – May2010

MCIT (Egyptian Ministry of communication and information technology)

- Delivering consulting on the design, build and implementation of Service Level Management, Request Fulfillment Management, Incident Management, Problem Management and Help desk for the national projects.

President – Managing Business Consultant

1992 – April 2014

CompEx for IT, Cairo

Responsibilities:

- Manage the IT Service Delivery team, taking responsibility to provide thought leadership level of proficiency in technologies and best practices to proactively leverage them in presenting overall value add solutions both internally and to customers.
- Monitoring and assess all running software projects for development according to an agreed schedule and on budget, and take a decision to resolve the critical issues.
- Internal and external customer requirements assessment.
- Provide a consultant review to the application design.
- Review the measures results and update the performance objectives according to the organization policies and measures results.

- Ensure that systems, processes and methodologies as specified are followed to ensure effective monitoring, control and support of service delivery and product quality.
- Monitor and assess the development of the training courses.
- Works with Sales to evaluate the technology impact in customer environments.

Consultant and Lecturer, Free lancer

1990- Present

Instructor for the following courses

- ITIL courses
- PRINCE2
- Kepenr - Tregeo
- Software Engineering
- IT Project Management
- Object Oriented Technology courses
- Analysis & Design courses
- DB Concepts and Design
- UML courses
- Rational Rose courses

Abroad Instructing in the following countries:

Delivering experiences and courses in the following countries

- South Africa
- Jordan
- KSA
- Kuwait
- Qatar
- UAE

Responsible of designing the material for the following Courses:

- C Language
- Data Structure
- Object Oriented Technology
- OO Analysis and Design using UML.

Educational Qualification:

**Faculty of Engineering, Bachelor of Engineering
Cairo University, Egypt**

1989

- **Skills**
 - analytical approach to work
 - excellent problem-solving skills
 - interpersonal skills
 - communication skills

- ability to absorb complex technical information and pass this on clearly
- stamina to meet deadlines
- ability to work under pressure
- project-management skills
- detailed technical knowledge
- Motivation.

- **Social Activities**

President of Egyptian Taekwondo Federation	2008- 2012
Secretary General of African Taekwondo Union	2004 – 2014
Secretary General of Arab Taekwondo Union	2004 – 2012

Personal information

- Nationality: Egyptian
- Date of Birth: 16th April 1965
- Address: 47 Road 250 Maadi, 11435, Cairo, Egypt.
- Phone: 2129617654
- Mobile: (+2012) 210-6631
- e-mail: hkamal@compexit.com