|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|

|  |
| --- |
| **Abdullah Y. Abu-Hejleh** |
| **Citizenship : Jordanian ▪ Date of birth : 14 October 1968** |

 |

|  |
| --- |
| **Contact** |
| **a\_abuhejleh@yahoo.com****+966 55 99 04 682** |

 |
|

|  |
| --- |
| **Address** |
| Khobar - KSA |

 |
|

|  |
| --- |
| **Profile** |
|

|  |  |
| --- | --- |
| **Objective** | I am seeking a position within a stable organization, where I can be focused on business enhancement and expansion. |
| **Availability** | Within 15 – 30 days. |

 |

 |
|

|  |
| --- |
| **Key Skills & Facts** |
| Key Management and Sales skills”

|  |  |  |  |
| --- | --- | --- | --- |
| **.**Customer service oriented | Creative, and problem solver | Very organized and process oriented | Establish Technology Enterprises |
|  |  |  |  |

 |

 |
|

|  |
| --- |
| **Education** |
|

|  |  |
| --- | --- |
|  | **High Diploma in Technology Applied Engineering (June 1990)** YARMOUK UNIVERSITY. Irbid – Jordan |
|  |  |
|  |  |

 |

 |
|

|  |
| --- |
| **Personal Capabilities** |
|

|  |
| --- |
| * Excellent English & Arabic communication skills (oral and written).
* Teamwork, flexibility and self-motivation, and ability to manage complex activities.
* Open-minded to changing targets, results oriented and the drive to over - achieve.
* Maintains a winning attitude under all circumstances.
* Self-Starter.
* Experience in a multi-national, multi-national matrix organization·
* Excellent presentation and communication skills.
* Quick to adapt technical knowledge and to translate into sales actions.
* High degree of team working.
* Solid experience in handling ME regional sales activities supported with wide customer’s relationship in the region
 |
|  |  |

 |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| **Work Experience** |

 |
| **Convergent Technology – KSA September, 2012 – Present** **Area Sales Manager**

|  |  |
| --- | --- |
| **Al Jazeera Satellite Networks – Qatar** |  |
| **Technology Planning & Projects Consultant** | **December,2009 – August, 2012**  |
| * **Leads key components of the strategy planning process for Broadcasting and Information Technology.**
* **Supports senior management in strategy formulation, strategic plans execution, strategic process improvements, and communication of strategies to all stakeholders.**
* **Provides functional areas with strategic management tools and practices to effectively drive the strategy formulation and implementation processes across Broadcasting and Information Technology.**
* **Facilitates strategic management sessions with functional area strategy planners, as well as with the executive team.**
* **Reviews performance of the Strategy Plan. Monitors and manages the  top strategic initiatives and the strategy scorecard. Develops recommendations to senior management on an as needed basis.**
* **Acts as a liaison with for Broadcasting and Information Technology business partners on strategy planning related activities.**
* **Develops and delivers presentations, briefings and other forms of communication on strategy for Broadcasting and Information Theology.**
 |
| **SISTEC (Emirates Computers Sister Company)-UAE** |  |
| **Sales and Operations Director** | **June,2008 to November, 2009** |
| **Role:*** **Establishing a new sister company for Emirates Computers, and to be an HP enterprise partner**
* **Within 3 months only I could build the offices, hiring 5 account managers, 2 pre-sales consultants, 1 operation coordinator and 1 accountant**
* **Establish all required processes to integrate with Technical support team of Emirates Computers, as well train their engineers on HP Products.**
* **SISTEC became HP Golden Partner within 5 months from date of establishment.**
* **SISTEC became Juniper SELECT Partner within 3 months from date of establishment,**
* **SISTEC became ARUBA Partner within 3 months from date of establishment.**
* **SITEC became Oracle authorized reseller 3 months from date of establishment..**
* **SISTEC won 2 strategic deals with ETISALAT and Smart world after 5 months only form date of establishment**
* **SISTEC was on the track as per the plan.**
* **Due to Dubai Economy crises; Emirates Computers decided to shut down the operation of most of the sister companies by October, 2009.**

**Responsibilities:*** **Plan, develop and implement strategy for operational management and development so as to meet agreed organizational performance plans within agreed budgets and timescales.**
* **Establish and maintain appropriate systems for measuring necessary aspects of operational management and development.**
* **Monitor measure and report on operational issues, opportunities and development plans and achievements within agreed formats and time scales.**
* **Manage and develop direct reporting staff.**
* **Manage and control departmental expenditure within agreed budgets.**
* **Liaise with other functional/departmental managers so as to understand all necessary aspects and needs of operational development, and to ensure they are fully informed of operational objectives, purposes and achievements.**
* **Contribute to the evaluation and development of operational strategy and performance in co-optation with the executive team.**
* **Plan and manage sales and marketing resources according to agreed budgets.**
* **Contribute to formulation of policy and strategy as a board member.**
* **Recruit, manage, train and motivate direct reporting staff according to company procedures, policy and employment law.**
* **Maintain administration and relevant reporting and planning systems.**
* **Manage relevant reporting of management and financial information.**
* **Maintain and develop corporate image and reputation, and protect and develop the company's brands via suitable PR activities and intellectual property management. Plan and manage internal communications and awareness of corporate direction, mission, aims and activities.**

**Products & Solutions:*** **Juniper & HP networking solutions**
* **HP Hardware Solution**
* **Juniper & SYMANTEC Security Solutions**
* **HP, Microsoft, Oracle & SYMANTEC Software Solutions**

**Big Deals:*** **Closing deal with SMARTWORLD for HP Software worth of AED 1.8M**
* **Closing Deal with Etisalat worth for HP Hardware worth of AED AED 3.0M.**
 |

 |
|

|  |  |
| --- | --- |
| **Hewlett Packard – UAE** |  |
| **Regional Sales Manager – (GEM)** | **September,2006 to May,2008** |

Responsibilities:* Achieve HP Software Business Quota for Gulf and Levant Region.
* Grow Software business in the assigned territory across all industries and increase HP Software Market share.
* Identify Software Business opportunities through direct sales calls and build key customer' decision makers relationships.
* Build competitor Intelligence information to protect and increase HP Software market share.
* Build and maintain an overall plan of new opportunities, detailing revenue potential, planned activities, resource requirements and active forecast on weekly basis.
* Regularly administer sales call reports including: wins/losses, prospects/concerns (technical/commercial/competitor activity) diary, contact account profiles, projects and update customer records.
* Develop and execute the Software opportunities account engagement plans.
* Work with named accounts account managers, sales specialist and channel managers to offer HP Software Management Solutions in all key and strategic accounts in the assigned territory.
* Work with the Channel Partner Managers to Support HP Partners in Sales and marketing.
* Work with the Channel Partner Manager in Managing HP Software Certified Partners by improving the existing ones and assigning new partners.
* Work with the Marketing Team to market Software Solutions in the assigned territory.

Big Deals:* HP Software Licenses for Qtel : $750K
* Urban Planning Department – Qatar : $450K
* Public Works Authority – Qatar: $300K.
* National Bank of Kuwait – Kuwait : $150K
* BATELCO Bahrain – Bahrain : $1.1M
* UMNIAH – Jordan: $220K.

|  |  |
| --- | --- |
| **Al Jazeera Satellite Channel- Qatar** |  |
| **Head of IT Planning and Strategy** | **September,2004 to August,2006** |

 |

Responsibilities:

* Links an organization’s mission, Goals and core functions in a priority ranking
* Creates an inventory of existing IT systems and links them to the organization’s core functions.
* Assesses an organization’s readiness for use of any new implemented or planned Information Technology Solutions.
* Suppliers relationship management
* Create RFPs, and manage the technical evaluation with concerned team within IT and business department.
* Looking for new solutions to enhance the business outcome of the company.
* Arranged for IT Training courses for IT team and other team members within other departments for better business enhancement, Automation and output.
* Help the CIO in preparing the yearly IT budget, and alignment with other business departments.
* Project, Time and Resources Management.
* Manager a team of 10 project managers, planners and researchers.

|  |  |
| --- | --- |
| **Emirates Technology Company [EMITAC] – UAE** |  |
| **Business Development Manager** | **February,2001 to August,2004** |

Role:

Primary responsibilities included providing a broad range of business developments services, with particular focus on HP Software and Hardware Solutions. This includes interaction with all internal departments and customers/potential Customers to design, negotiate, and drive to closure agreements ranging from simple work-for-hire agreements to complex license, alliances, and acquisitions. Entails, working with Legal and Finance as needed, as well as with senior executive management.

Responsibilities:

* Developing the business in new two sectors which are Oil & Gas sector and Al-AIN Area.
* Increasing the solution sales for the company in the first year from 0.0 to AED 7.0M, and second year up to AED 10.0M (in these two sectors)
* The sold solutions mainly were HP Open View Products and Unix Machines.
* Re-establishing the business relationship with all of Oil & Gas Companies in Abu Dhabi.
* Increasing the sales revenue in Al-AIN area from 0.0 to AED 2.0M in the first years, ends up to about AED 30.0M by awarding the big IT tender for Al AIN municipality in 2004. Based on Oracle solution with RAYA GULF.
* By end of 2002, I handled ETISALAT in UAE.
* EMITAC Sales in ETISALAT increased from about AED 10.0M in 2002 into about AED 35.0M by end of 2004.

Products & Solutions:

* Foundry, Cisco & HP networking solutions
* HP Hardware Solutions
* Microsoft, SYMANTEC, Net Screen & McAfee Security Solutions
* HP, Microsoft, Oracle, Cognos Software Solutions

|  |  |
| --- | --- |
| **Saadi Communication Systems – Jordan** |  |
| **Sales Manager** | **January,1998 to January,2001** |

Responsibilities:

|  |  |
| --- | --- |
|  | * Developing business within the two main markets, which are dealers channel market and Telecom/ISPs market.
* Increasing the sales revenue from One Million JDs to Two Millions JDs.
* Increasing the number of sales staff.
* Develop new market sectors
* Managing the business relationship with vendors.
* Managing the sales team and daily operations.
* Studying the market, and planning according to the market trends.
* Managing the funnel and the sales pipeline of sales team
* enhancing the existing internal logistics processes and procedures
* Looking for new solutions and new products..

Products & Solutions:* 3Com &Cisco networking solutions
* Telindus Broadband Modems
* Microsoft, SYMANTEC Security Solutions
* Microsoft Distribution.
 |

|  |  |
| --- | --- |
| **Jordan Data Systems – Jordan** |  |
| **Account Manager** | **January,1996 to December,1997** |

Responsibilities:

* Develop account strategic plan. Earn support to execute within company and at senior levels of customer.
* Communicates the client’s goals and represent the client’s interests to the team.
* Provides regular two-way communication between the client and team, to provide strong team representation and set proper client expectations.
* Pricing management including inflation indexation and margin improvement.
* Ensures that client issues are dealt with in an efficient manner, informing the Associate Director of Account Management of any problems that may arise.
* Ensures that all processes and procedures are completed, quality standards are met, and that projects are profitable.
* Responsible for all client communications, conflict resolution, and compliance on client deliverables and revenue.
* Prepare the cost sheets and coordinate with accounting team.
* Prepare and consolidate the final proposal to customers.
* Follow up on tenders and be aware of clients bidding process and regulation.
* Manage and maintain a good relation with all vendors.
* Keep studying the markets and keep an eye on the competition.

Products & Solutions:

* Cisco & D-Link networking solutions
* COMPAQ Hardware Solutions
* Microsoft, Software Solutions

|  |  |
| --- | --- |
| **COMCENT Trading & Contracting Company-Jordan** |  |
| **Technical Support Engineer** | **August,1993 to December,1995** |

Responsibilities

* Resolving Incidents and Problems both directly from customers and through Technical Escalation Center
* Using existing skills and knowledge as well as appropriate support resources to find resolution to customer Incidents
* Implementing fixes and solutions where appropriate, either via discussing directly with customer, via email, via remote control or onsite
* Escalating calls to Vendor.
* Attending customer sites to perform proactive support tasks and post installation hand over.
* Administering customer networks as part of managed services Provision
* Analyzing and reporting on call performance and server health checks.
* Provide pro-active Problem Management through checking manufacturer web sites and product updates, Articles and Bulletins
* Assisting all teams within the Service department as required.
* Maintaining high level vendor specific IT certifications as required.
* Products & Solutions:
* WANG & ICL Hardware Solutions
* Genicom, Acer & Epson Printing Solutions
* Microsoft, Software Solutions
* MITAC Personal Computer
* Novell 3.11, Novell 3.12, MS Windows 3.0, 3.11 WFWG, NT & XENIX

|  |  |
| --- | --- |
| **Computer & Research Center – Yemen** |  |
| **Technical Support Engineer** | **April,1991 to April,1993** |

Responsibilities

* Resolving Incidents and Problems both directly from customers and through Technical Escalation Center
* Using existing skills and knowledge as well as appropriate support resources to find resolution to customer Incidents
* Implementing fixes and solutions where appropriate, either via discussing directly with customer, via email, via remote control or onsite
* Escalating calls to Vendor.
* Attending customer sites to perform proactive support tasks and post installation hand over.
* Administering customer networks as part of managed services Provision
* Analyzing and reporting on call performance and server health checks.
* Provide pro-active Problem Management through checking manufacturer web sites and product updates, Articles and Bulletins
* Assisting all teams within the Service department as required.
* Maintaining high level vendor specific IT certifications as required.

Products & Solutions:

* Digital Systems (Micro Vax II – DEC 3000, DEC 3100…)
* Genicom Line Printers
* ALIS Terminals
* Emerson Ups
* VMS Operating systems