Taleb Alkhalaf

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PROFILE

I am an information technology professional with more than thirty years of experience. My areas of expertise include system analysis, system design, programming, data modelling and data analysis, testing, debugging, implementation, maintenance, and project management. Throughout my career, I was part of the success of the companies I joined. My contributions traversed business development and improvement, process optimization and creating financial models and various scenarios and simulations to maximize the return on investment. My Business Management degree combined with my experience in various industries have enabled me to develop excellent analytical and technical skills. My strengths include effective interpersonal skills, performing well under pressure and the ability to learn quickly and deliver creative out-of-the-box solutions to problems. I function well as part of a professional team and quickly adapts to suit the changing requirements of my different assignments.

I am ITIL certified, and I am also certified as an SAP R3 Application Consultant “ABAP, Development Workbench- System from SAP Canada

AREAS OF IT EXPERTISE

- Business process analysis & workflow optimization
- Data ETL & data auditing
- Complex data modelling
- Training
- System interfaces
- Project management
- RFPs, business development, biddings and proposals
- Website design & development
- Y2K compliance implementations and changes

INDUSTRIES EXPOSURE

- Information Technology
- Oil & Gas
- Telecommunications
- Government Departments
- Aerospace and Defense Aerospace
- Real Estate Development & Constructions
- Insurance
- Electronic Design Automation (EDA)

WORK EXPERIENCE

Bell Canada

April 2022 – Present

Montreal, Canada

Planning and Strategy Team

Data Scientist (Using MS Excel & MS BI)

In addition to tasks performed for the **Application Portfolio Management** team

- Member of the **Headcount Task Force** assembled by the Chief Technology and Information Officer to build a data model to be used to analyze data, highlight problems and issues and generate real-time executive reports
- Supported the Cloud team in data auditing
- Process and analyze complex data points to address critical issues, highlight anomalies and explore problems need to be solved
- Gather data and use it to calculate VPs targets and scorecards matrix
- Build data models to use in data entry and validation and generate reports for decision making
- Built a data model for the NTS VPs Application Curation Program to track monthly progress

Bell Canada

May 2012 – April 2022

Montreal, Canada

Office of the CIO

Application Portfolio Management Lead

- Owned and maintained the applications database and kept all attributes up-to-date
- Processed data to generate monthly, quarterly and annual reports and used it in building executive presentations
- Validated OGS (Ongoing Support) costs using various data sources and reports
- Validated vendor reports decommissioning data against VP primes
- Assist in the design and implementation of TCO (Total Cost of Ownership) model that is leveraged for the rationalization process
- Built the BRD & SRS for the WEB OTSS APM tool and worked closely with the developer from conception phase to completion
- Manage SOX reporting process gathering and validating data for quarterly reports
- Manage monthly pulses and quarterly YEEs for rationalization budget
    - Coordinate input with project primes
    - Explain variances to plan

Member of Application Portfolio Rationalization

Management of executive reporting Responsible for end-to-end process that covers that collection, organization, validation and presentation of executive reporting materials

- Design and maintain 3-year funnel of rationalization opportunities
- Reconciliation of data, investigation and confirmation of savings
- Submit change requests to the team for modifying classification of applications.
- Built reports and extracted data to prepare and build decks presented to the IT Planning Director
- Participated in the status meetings and discussed strategies to optimize the portfolio
- Used MS Excel to:
    - Build templates to be used in various processes and workflows
    - Build files to be shared on the eSpace and updated by the team members
    - Submit jobs and requests to the OTSS team

BBM Application Migration

- Chaired weekly status meetings with users, project managers, vendors and testers and addressed issues and risks
- Reviewed BRD (Business requirements Document) and SRS (Software, System Requirements Specification) and provided feedback.
- Built test scenarios and test cases using the SRS.
- Conducted daily testing status meetings during BBM implementation
- Reviewed the (SOW) with the legal team and modified it to comply with Bell Canada's policies and standards.

March 2010 - December 2011

Bell Canada

Ottawa, Canada

Business Analyst (IDR, OBM - Invoice Data Repository & Online Bill Manager)

- Studied and analyzed processes for new and existing projects
- Built BRDs (Business Requirements Document) and SRS (System Requirements Specifications)
- Analyzed data using "DbVisualizer 7.1.4" to access records in the database
- Supported TCOE (Technical Center of Excellence) testing team
- Built an Excel Template for High Level Tests
- Defined testing data requirement
- Attended walkthroughs and reviewed test cases and test scenarios
- Using Mercury Quality Center (version 9.00) validated test cases against requirements and evaluated test results
- Conducted and attended meetings with users, project managers, vendors and other stakeholders to gather requirements and coordinate intersected tasks

April 2009 – August 2009

Nesma Trading Ltd. Co.

Alkhobar, Saudi Arabia

ERP & IT Manager, Project Management

- Restructured IT & ERP departments and organized the work by implementing best practices rules and optimizing processes.
- Defined the requirements of divisions in order to implement the ERP system
- Evaluated proposals and short-listed vendors for ERP implementation
- Communicated with implementation vendors and managed meetings with the executive and department managers
- Defined responsibilities and authorities and established reporting channels for the IT department
- Re-engineered and optimized business processes
- Composed and implemented the Employee's Internet and email Systems Use policy and applied it throughout the company
- Trained the IT & ERP staff on best practices standards

March 2007 – February 2009

Sama Dubai
Dubai, UAE

Strategic Planning & Development Manager

- Represented Sama Dubai in meetings and negotiating with consulting companies, vendors and subcontractors
    - EC Harris Sama
    - Raffles Hotels
    - Six Construct
    - Cisco Middle East
    - Smart Home Suppliers
- Selected to be a member of the Chairman's Emergency Task Force that was formed to undertake the mission of creating a financial model for all company projects
- Responsible for all Smart City and Smart Home concept. That included design, establishing standards, meeting with vendors, researching and negotiating prices and packages
- Built the periodical Chairman and Executives Committee presentations
- Tracked risks and generated monthly Risk Analysis Report
- Managed and refined reports to meet the executive requirements and track milestones
- Built the project Financial Model and participated in building the business plan
- Ran various scenarios and calculated cost and time impact
- Maintained the Quarterly Scoring Sheet
- Built a project web site building using Joomla WCMS (Web Contents Management System) to collaborate and coordinate efforts of the project teams

February 2005 – March 2007

SAP Arabia
Dubai, UAE

Business Development Manager

- Covered all SAP training requirements for Middle East & North Africa (MENA). Geographical coverage spanned from Morocco to Iran.
- Constructed a business plan incorporating marketing and financing, substantially increasing sales for 2006
- Developed a business model for various forms of partnerships
- Designing a pre-packaged training plan for new customers' implementations
- Conducted meetings with clients to define training needs and drafted training plans
- Negotiated Memorandum of Understandings (MoUs) with training partners in the region
- Lead the redesign effort of the SAP Arabia web site to capture lost business and comply with SAP worldwide standards
- Wrote Training Proposals for requested training and organized server connection with SAP AG (Germany)
- Hired instructors and maintained quality control to sustain customer satisfaction
- Represented SAP Arabia in GITX 2005 & 2006
- Chaired all SUGAR (SAP User Group Arabia) meetings and coordinated efforts to share experiences and resources
- Helped SAP Arabia human resources department improve consultants, sales and pre-sales skill sets by organizing and delivering internal training courses
- Implemented strategies that increased SAP Arabia market share doubling its sales and enhancing its reputation in the market

March 2002 – February 2005

Atos Origin ME

Alkhobar, Saudi Arabia

Senior Consultant & Trainer / Business Development Manager

Managed training and delivered consultancy services at AOME a leading international IT services company and global provider of business consulting and technology integration services

- Supported various SAP projects throughout the phases of Project Preparation, Business Blueprints, Realization, and Go Live & Support using the ASAP Roadmap methodology
- Processed RFP, compiled proposals, rendered pre and post sales support whilst working closely with technical teams to keep aligned with company strategy
- Supported projects management including scoping, budgeting, customer coordination, project resourcing, business process definition, documentation and training plans
- Managed corporate development programs and completed training proposals for the delivery of SAP training to various clients
- Participated in business case studies of SAP implementations including gap analysis, system design and relevant customizations for different industry needs
- Delivered a comprehensive SAP technical training courses in the ABAP (Advanced Business Application Programming) Workbench, Tools and language as a certified consultant

Provided Senior Technical Consultancy & Project Management for the following Projects:

- SAP consultant for SABIC (Saudi Basic Industries Corporation) and BATELCO (Bahrain Telecommunications Company)
- Accomplished a successful migration including legacy system data mapping, formatting and importing to the SAP system at ARAMCO (Saudi Arabian Oil Company)
- Completed the system design for STC (Saudi Telecommunication Company).
- Built various HR Payroll Summaries and Detailed reports for EQUATE (Kuwait Petrochemical Company)
- Evaluated resumes and interviewed SAP consulting candidates for Saudi ARAMCO and KJO (Khafji Joint Operations) clients

November 1996 – February 2002

EDS Canada (SHL Systemhouse)

Ottawa, Canada

Senior System Analyst Consultant

Worked as a Senior System Analyst consultant for one of the global leading IT service providers, contributing project management skills and technical support to deliver eight SAP projects in the US and Canada as follows:

August 2001 – January 2002

Canadian International Development Agency

Ottawa, Canada

Senior System Analyst Consultant

- Completed a successful upgrade to SAP (version 4.6C)
- Applied OSS notes
- Modified HR Infotypes and screens, and fine-tuned reports

September 2000 – August 2001

EDS internal SAP 4.6 implementation

Dallas, USA

Senior System Analyst Consultant

Part of the internal SAP implementation e.FWI team (version 4.6)

Awarded for exceptional efforts with a letter of gratitude for commitment and dedication from EDS corporate executive team

- Project Management (Final Preparation & Go Live & Support phases), risk assessment
- Functional & Performance tests
- Extracted data and built interfaces to convert data from legacy systems and verified data integrity
- Optimized and fine-tuned programs, screens and reports
- Designed and delivered training courses to users

May 2000 – July 2000

Nuclear Management Company

Hudson, USA

Part of the ASAP implementation team SAP version 4.6

Designed the Purchase Order, Value Contract, Quotation Request, and Checks forms using SAPScript in addition to the Utility Billings Report for Project Systems

November 1999 – March 2000

Rolls Royce/Allison Engines

Indianapolis, USA

Part of the SD module implementation team

- Evaluated new requests from client against the project scope and created CR (Change Request) when needed
- Tracked project scheduling and implemented policies to assure adherence to the project timeline
- Performed system analysis and design
- Converted data from legacy system to SAP SD and performed data migration and designed data interfaces
- Built Technical Design Documents
- Fine-tuned and optimized performance of identified programs with performance issues

August 1999 – October 1999

Rolls Royce Canada

Montreal, Canada

- Planned and executed the transition from legacy systems to SAP using ABAP Workbench SAP (version 4.0)
- Defined functional and technical specifications for the Batch Data Communication (BDC) sessions
- Tested programs and eliminated errors stabilizing system towards zero-defect
    - Fine-tuned and optimized reports and programs
- Developed and delivered a course (Introduction to ABAP) to a group of consultants with various expertise. The course was designed to help the functional consultants understand the functionalities of The ABAP Workbench. It also helped them troubleshoot bugs and problems and provided them with the knowledge necessary to establish better communication with technical SAP ABAP programmer consultants

STCUM

July 1999

Socité de Transport de la Communauté Urbaine de Montréal

Montreal, Canada

Conceptualized the design for a bilingual (French & English) purchase order system

cādence

January 1999 – June 1999

Cadence Design Systems

San Jose, USA

Part of the ASM group responsible for the SAP post-production support environment. Cadence has implemented several SAP R/3 modules: FI (Finance), CO (Controlling), AM (Asset Management), GL (General Ledger), SD (Sales and Distribution), MM (Materials Management), and PS (Project Systems).

As a system analyst consultant for MM, FI and PS modules responsibilities included:

- Development and enhancements of SAP reports requested by client in the following areas:
    - Accounts Payable, & Accounts Receivable
    - Purchasing
    - Project Accounts
    - General Ledger
    - Fixed Assets
- Providing support to client users in the Production Environment
- Analysis and correction of problems identified within the production system
- Applying OSS notes/patches to correct identified problems
- SAPScript modifications and troubleshooting
- Support and troubleshoot the employee's expenses system "GELCO" integration interface with SAP

Patrimoine canadien Canadian Heritage

Canada

February 1998 – January 1999

Canadian Heritage

Ottawa, Canada

Project Background

National implementation of SAP to over 1000 users across Canada. Modules implemented are FI, CO, MM, FM, SD and AM.

- Participated in quality assurance, system troubleshooting and integration interfaces with other systems
- Prepared Functional and Technical Specification documents for new development
- Built test plans and test scripts
- Created Batch Data Communication (BDC) sessions
- Applied OSS notes/patches
- Provided users support (debugging & reports)
- Created custom reports requested by client
- Implemented RGI "Receiver General Interface" modification assembled by CORE

Elections Canada
Ottawa, Canada

November 1996 - October 1997

Software Responsibilities

ECAPLE (Elections Canada Automated Production List of Electors)

- ECAPLE version 4.05 system and integration testing
- Performance optimization
- Data extract utility programs (DBF files to MS Access and MS Excel)
- Isolating and resolving problems encountered in production
- Participated in the preparation of system and user documentation
- Prepared detailed design for assigned modules of ECAPLE upgrade
- Providing customer support in person and over the telephone
- Was granted Best Trouble Ticket for fully documented description of troubleshooting, analysis, follow-up and solution
- Acted as shift team lead during absence of the team leader

ELE Seeding (Electronic List of Electors Seeding)

- Prepared detailed design for assigned modules
- Coding and analysis
- Reports generating
- Prepared the system test plan for assigned modules
- Data import and export procedure from DOS text to FoxPro dbf
- Character conversion procedure from DOS ASCII to Windows ANSI
- French character sorting procedure
- Converted ELE Seeding from “Stand-alone single user” to a “Multi-user“ application
- Modifications required by the client
- Wrote the testing plans for the modified modules and supervised all the testing processes

MIR Tracing System (Mail-In Registration)

Using FoxPro 2.6 for Windows

- Completed business process and analysis review of specifications
- Built code and query reports
- Integrated the application with MS Word mail merge
- Trained and supervised data entry operators to familiarize them with system functionality
- Performed database analysis and design

Training and Technical Support

- Part of a team that delivered training across Canada over a one month period preparing the teams for the elections
- Managed logistics associated with training, equipment delivery, assembly, disassembly and packing
- Provided technical support for groups of up to 50 trainees
- Delivered technical demonstrations on software, hardware and trouble-shooting
- Part of a team that trained the staff of a national help desk on Windows 95, MS Word, MS Excel, ARS Remedy and ECAPLE.

Hardware Responsibilities

- Testing
- Installing, configuring and refurbishment
- Inventory control
- Rapid Response Team kit preparation
- Troubleshooting and customer support over the telephone and in person

Who is Where project *November 1997 - January 1998*
Ottawa, Canada
Team Leader
Coordinated with Global Practice Organization managers to team lead a system acquiring the skill sets of eleven thousand resources staffing their expert and specialist roles

Project Background:
The WW "Who is Where" project identified as accurately as possible the number and location of all resources within SHL Systemhouse who possess the skillsets required by each of the seven Global Practices. This process was used to staff their expert and specialist roles, and to complete a "skills inventory".

The WW team worked with each GPO (Global Practice Organization) to identify the roles and skillsets required. The WW team used this information to search for employees with relevant skillsets in several methods, to enhance the accuracy and completeness of the inventory. The skills inventory was built using three methods:

- Resumix Search,
- a company-wide Web survey and
- an MS Excel feedback form that was emailed to all employees.

The results of 11,000 employees' skills were then integrated in a database application using MS Access 97. The application gave the user the ability to query, report on:

- List all employees that possess certain skills,
- Print employees resumes,
- List Skills by locations,
- List skills by employees,
- List employees by locations,
- List employees by GPO skills.

Responsibilities as a team leader included:

- Assigning and coordinating tasks and supervising team members
- Communication with Global Practice Organization managers
- Survey layout, design
- Feedback processing
- Application, queries and report design
- Supervising, meeting with iTi (Information Technology Institute) team

March 1995 – August 1996
InnoVision Consulting Inc.
Ottawa, Canada
Programmer/System Analyst
Applied knowledge of programming techniques and computer systems to perform various tasks for the Canadian Department of National Defence using FoxPro 2.00 & FoxPro 2.6 for Windows

- Rendered substantial enhancements and troubleshooting activities for Vehicle Management Information Systems (VMIS) via modem for 14 sites across Canada using the Close-up communication utility
- Modified an existing solution and applied all necessary Y2K compatibility changes
- Integrated the FoxFire reporting utility into an existing application and developed supporting interfaces and analysis reports
- Enhanced and converted legacy applications as required by client completing staging and unit testing in addition to technical support
- Developed interfaces and reports

Cytek Office Equipment Services Inc. *September 1995*
Montreal, Quebec

Instructor

- Devised a corporate educational program for office employees called "Introduction to Programming in FoxPro 2.6 for Windows"
- Prepared course material and content and delivered a four days workshop training

Executive Source *April 1994 - March 1995*
Montreal, Quebec

Programmer, System Analyst & Designer

- Built a multiuser Operations Management System for LAMEX, a courier company
- Developed and tested functional code, diagnosed and fixed faults in the software in consultation with the users
- Completed customization to the application to meet the needs of the main office in Washington DC and to adhere to US measurement standards (Imperial System)

April 1992 – March 1994

شركة اتحاد الخليج للتأمين وإعادة التأمين ش.م.ب. (م)
GULF UNION INSURANCE & REINSURANCE CO. BSC(C)

Gulf Union Insurance Co.
Dammam, Saudi Arabia

System Administrator, Designer and Computer Programmer

- Created an innovative solution for transaction management at the Motor, Marine Cargo and Medical insurance departments
- Oversaw the complete project life-cycle from the initial phases of system concept envisioning, design to successful implementation working closely with related departments to ensure technical compatibility and user satisfaction
- Administered all associated hardware and software and delivered end user training and support

S.E. Trading & Contracting Est. *October 1991 – April 1992*
Alkhobar, Saudi Arabia

Data Analyst

Participated in the development of data analysis to produce reports and raw material consumption statistics and graphs

TRAINING & EDUCATION

September 1986 - August 1991

King Saud University
Riyadh, Saudi Arabia
Bachelor Degree of Administrative Sciences in Business Administration
Accounting: Managerial Accounting and Cost Accounting
Finance: Portfolio Management, Finance Management, and Mathematics of Finance
Marketing: Marketing Management and Market Research
Economics: Micro and Macro Economic Analysis, Monetary and Banking Economics

March 2012

CTE Solutions
Ottawa, Canada
ITIL 2011 Foundation Certification

May 2005

SAP Arabia
Dubai, UAE
Interacting & communicating workshop

June 2006

SAP Arabia
Dubai, UAE
SMI210 mySAP Implementation Overview
SMI310 Solution Manager: Implementation Tools in Details
The SAP solution manager is an integrated customer platform that provides the procedures, tools and contents needed to successfully and efficiently implement and operate SAP solutions, regardless of the complexity of the system landscape

May 2002

Atos Origin ME
Alkhobar, Saudi Arabia
WebMethods Enterprise Integration Administration

June 2001

SAP America
Boston, USA
BW205 BW Reporting
BW207 BW Report Management

December 2000

SAP America
Boston, USA
BC410 ABAP Workbench User Dialogs (Release 4.6)
D46HR45 Human Resources 3.x to 4.6 Delta Specific

November 1999

EDS Canada
Ottawa, Canada

Presentation Techniques

The course covered the essentials of delivering professional effective presentations and how to convey the intended message successfully

November 1999

EDS Canada
Ottawa, Canada

Interpersonal Skills

The objective of this course is to help participants develop effective interpersonal skills. Emphasis is placed on the following areas:

- Communication styles
- Emotional intelligence
- Conflict resolution
- Working with teams and influencing others
- Workplace diversity and intercultural communication
- Presentation skills
- Facilitation skills

August 1999

EDS Canada
Ottawa, Canada

Project Management

The course covered the following subjects:

- Project Management Overview
- Communications Management
- Risk Management
- Scope and Schedule Management
- Resource Management
- Quality Management
- Financial and Contract Management
- Project Planning Summary
- Project Execution and close down

November 1998

SAP America

Boston, USA

CA925 BAPI Release 4.00 Programming with BAPIs in Visual Basic
BC490 ABAP Performance Tuning 4.6

- *Develop methods for ABAP performance analysis, including single object analysis and R3 System analysis*
- *Optimize database access processing using database utilities and ABAP processing using ABAP Workbench*

October 1997

SAP Canada

Toronto, Ontario

Consultant Certification in SAP R/3 ABAP, 4 Development Workbench System R/3
PABC40 BC Release 3.0 Advanced Business Programming P.A.
BC410 ABAP Workbench Use Dialogs Release 4.6

LANGUAGES

English, Arabic: Fluent in verbal and written
French: Communicational

OTHER EXPERIENCES

SHL Systemhouse (Acquired by EDS Canada)

The Career and Education Mentoring (CEM) program (December 1997 - 2002)

The CEM program originated back in 1977 and although the mechanics and administrative processes of the program have evolved since then, the basic philosophy has remained constant. The program gives every employee the opportunity to have a Career and Education Mentor (CEM) who is a more senior member of the organization. This Mentor is responsible for a small number of employees, called Career and Education Mentees (CEMees). The CEM helps to understand the goals and aspirations of their CEMee in order to help them navigate their own career path.

Mr. Alkhalaf was selected to be in the CEM Program Launch Advisory Committee that was established to tackle the changes needed to implement in order to revive and make the new CEM program a success. The Launch Advisory Committee consisted of employees of all levels across the organization. The Committee was kept busy for a number of months on their own time by dealing with the program details, implementation strategy, communications plan, recruitment activities, CEM-CEMee match-up activities, handbook design, integration strategy, CEM training plan, and employee orientation sessions design and delivery. Currently Mr. Alkhalaf is a mentor for three employees. Mr. Alkhalaf is currently mentoring three employees (CEMees).

Energize the Enterprise Initiative

Part of the following workshops and task forces that were formed consequently of the Energize the Enterprise task force initiative.

- The Internal Job Posting Workshop
- The Learning and Educational Workshop
- The CAS Retention, Recruiting, and Resourcing Task Force

Employee Focus Groups

Discussing integration issues of EDS Systemhouse.

Ottawa Diversity Task Force

Formed to increase awareness of diversity and educate EDS Canada employees about diversity in the Ottawa region.

CHARITIES

Boys and Girls Club of Ottawa 1998

Part of SHL Systemhouse team of volunteers providing technical support and delivering training to the staff members and the club members

United Way Campaign 1998

SHL Systemhouse's canvasser to the Canadian Heritage project