

Omar Ashraf Wagih

Telecommunication Engineer | IT Engineer | Project Manager (PMP)

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Summary

PMP-certified Telecommunication Engineer with 10+ years of experience bridging the gap between IT infrastructure and Project Management Office (PMO) operations. Expert in Primavera Unifier and ISO auditing, with a proven track record of delivering technical excellence for Saudi Arabian government mega-projects.

Professional Experience

IT Engineer

Parsons Corporation (EPMO - MOMAH Project)

SEP 2023 – PRESENT

Riyadh, Saudi Arabia

- Install, configure, and maintain computer hardware and software systems for optimal performance.
- Diagnosed and resolved over 150+ technical tickets monthly, maintaining a 95% user satisfaction rate within the project environment.
- Collaborate with the PMO to identify process improvements and drive project efficiency.
- Develop and maintain IT documentation, ensuring compliance with security protocols and regulations.
- Conduct training sessions for end-users on system functionalities, improving proficiency and satisfaction.
- Stay updated on emerging technologies to enhance service delivery and support organizational goals.

Software Requirements Engineer

Zuhair Fayez Partnership (MOMRAH Project)

JAN 2019 – SEP 2023

Riyadh, Saudi Arabia

- Reviewed system requirements and technical documents in Primavera Unifier, delivering timely and actionable feedback to enhance project outcomes.
- Defined and communicated system requirements to developers, ensuring alignment with client specifications for successful implementation.
- Supported the implementation of PMIS Unifier for the MOMRAH project, conducting functional tests to validate software performance.
- Ensured compliance with Ministry standards and maintained document control logs, enhancing accuracy and efficiency in project documentation.
- Trained end-users on system functionalities and acted as System Administrator, ensuring optimal system integrity and user adherence.

Electrical Quality Control Engineer

Eliteco

JUL 2017 – OCT 2018

Riyadh, Saudi Arabia

- Analyzed manufacturing processes to identify quality improvement opportunities, implementing effective corrective actions.
- Established and maintained rigorous quality standards and inspection methodologies throughout the product development lifecycle.
- Streamlined quality processes to achieve ISO 9001:2015 certification within 12 months, reducing manufacturing defects by 35%.
- Collaborated with suppliers and customers to address quality assurance challenges, ensuring adherence to industry standards.

Front End Developer

Pro-Branding

SEP 2016 – JUN 2017

Cairo, Egypt

- Designed and developed responsive and user-centric websites, ensuring accessibility across multiple platforms and devices.
- Integrated multimedia elements and conducted comprehensive usability testing to enhance user experience and engagement.
- Managed client requirements throughout the development lifecycle, overseeing the successful deployment of websites to hosting services.

Technical Support Intern

Microsoft

FEB 2015 – SEP 2015

Cairo, Egypt

- Developed Windows Store and mobile applications using C# and XAML, contributing to innovative software solutions.
- Collaborated with teams to gather requirements and enhance application features.
- Conducted testing and debugging to ensure optimal application performance.
- Created instructional videos to support new interns, facilitating an effective onboarding process.

Customer Service Representative

IMI Manpower Solutions

JAN 2012 – NOV 2014

Cairo, Egypt

- Managed high-volume client inquiries and service requests while maintaining precise interaction records to optimize team efficiency.
- Partnered with cross-functional teams to resolve complex customer issues and enhance the overall service experience.

Skills

- **Core Professional Skills**
 - Project Management (PMP)
 - Process Improvement
 - Risk-Based Thinking
 - Quality Management (ISO 9001:2015)
 - Auditing (ISO 19011)
 - Corrective & Preventive Actions (CAPA)
 - Document Control & Compliance
 - Stakeholder Coordination
- **Technical & Personal Skills**
 - IT Support & System Administration
 - Requirements Engineering
 - PMIS / Primavera Unifier
 - Problem Solving
 - Communication Skills
 - Time Management
 - Adaptability

Certifications, Courses & Professional Training

- **Certifications**
 - Project Management Professional (PMP) – PMI
 - ISO 9001:2015 Lead Auditor – CQI / IRCA
 - Microcontrollers Diploma
 - C# Programming – 3Hands
- **Technical Courses**
 - HTML, CSS (SCSS, Bootstrap)
 - JavaScript (ES6)
 - AJAX & JSON
 - RegEx
 - Git & GitHub
 - NPM
 - Analog & Digital Electronics
- **Training**
 - Project Management – Five-year Project Portfolio Planning
 - Project Management – Quality Management
 - Project Management – Continuous Improvement
 - Project Management – Documents Management

Education

2011 - 2016

B.Sc. in Telecommunication Engineering

Modern Academy for Engineering and Technology

- Graduation Project: Excellent [100%]
- Senior Year: Very Good [77.7%]
- General Grade: Good [70.6%]

Languages

- Arabic – Native
- English - Proficient