

Name: **KAMEL A. EL FADL**

Languages: Arabic & English (Native)

Health: Excellent



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PROFESSIONAL SUMMARY

- Over 20 years management experience overlooking the organization from different perspective; seasoned Strategy Consultant, an IT Services & Security professional with a strong Quality and Risk Management background.
- 17 years of experience in risk reduction, ensuring governance & regulatory compliance, as well as creating and implementing processes & procedures in line with ISO 9001, ISO 14001, ISO 20000-1, ISO 22301, ISO 27001, ISO 27701, ISO 31000, ISO 37001, ISO 37301, & ISO 45001.
- 15 years of experience in the telecom industry with focus on roaming services (Billing, Fraud Management, Raw Data Extraction & Conversion, and Data & financial Clearing).
- 10+ years in Energy Management (ISO 50001), and Resource Optimization.
- Solid understanding strategic and functional knowledge on organizational management; Cross industry experience.

EMPLOYMENT



Employer: **PMCI UAE**

Period: **2015 – Current**

Position: *Senior Management Consultant*

Location: **Abu Dhabi**

Company Activity: *Consultancy & Training Services*

Website: www.pmciau.com

Core Responsibilities:

- Work closely with client teams to provide direction, training, and coaching in the execution of business strategy and transformation and user-centric design.
- Provide technical and practical consultancy as well as training on various management systems and best practice guidelines.
- Conduct analysis to address critical business issues and generate insights about client and industry business performance improvement.
- Execute across the full range of activities in the strategy development process – problem definition, framework development, hypothesis generation, data gathering & analysis, development of clear recommendations and presentations, development of business case and assisting with the execution of the key strategic initiatives.
- Perform gap analysis, implementation, and internal audits of ISO 27001 (ISMS), ISO 22301 & NCEMA (BCMS), ISO 20000-1 (ITSMS), ISO 14001 (EMS), ISO 31000 (RMS), ISO 37001 (Org. Gov.), ISO 37301 (CMS), ISO 45001 (OH&SMS), and ISO 9001 (QMS).
- Create comprehensive customized documentation, training and development programs for Business Strategy, Quality, Information Security, Business Continuity, IT Services, Health & Safety, and Energy Management.
- Oversee multiple projects across all phases of development.

Employer: **INDIGO Group**

Period: **2015 – 2020**

Position: *Director/Operations*

Location: **Abu Dhabi**

Group Activities: *Information Technology, Construction, General Maintenance, & Transportation*

Website: www.indigo-group.com

Core Responsibilities:

- Oversight of the group's IT Operations ensuring optimization and smooth running of the shared services (IT Operations Center, Managed Services, projects & services delivery).

- Manage the threat management team along with the teams responsible for the implementation and training of the policies and procedures under the quality & information security initiatives.
- Provide technical and practical advice & training on Risk Management and best practice guidelines.
- Lead all operations and new developments in line with company's set goals and strategies;

Employer: *Etisalat*

Position: *Dir., Business Excellence & Support Services*

Company Activity: *Telecommunication services*

Period: **2001 – 2015**

Location: *Abu Dhabi & Dubai*

Websites: www.etisalat.ae

Progression:

- 2008 – 2015 Director, Business Excellence & Support Services
- 2010 – 2013 Acting Senior Director, Operations (added responsibilities)
- 2007 – 2008 Manager, Business Development & Account Mgmt.
- 2004 – 2007 Manager, IT Operations
- 2001 – 2004 Senior Systems Analyst

Core Responsibilities:

- Guide the management to ensure the implementation of good governance within the organization
- Lead the strategy team of the business units utilizing process improvement opportunities and develop solutions using principles of process excellence and related tools.
- Effective structuring/restructuring, management of work streams, including the coaching and development of junior team members.
- Drive business activities to meet the company plans & long-term strategy.
- Oversee the development and implementation of the various business unit's policies & procedures under various international standards and best practices.
- Analyze complex reports & work with management team to implement appropriate changes.

EDUCATION

Institution: University of Liverpool, Liverpool, U.K.
Degree: Master's in business administration (MBA)

Year: **2012 – 2015**
Program: Leadership

Institution: Coppin State University, Baltimore, MD (USA)
Degree: Bachelor of Science
Major: Management & Computer Science (Dual)

Year: **1984 – 1990**
Honors: Cum Laude
GPA: 3.439/4.00

CERTIFICATION & TRAINING

- **Certified Lead Auditor/Assessor:**
 - Information Security (ISO 27001) & (UAE IA)
 - Business Continuity (ISO 22301, NECA 7000)
 - Quality Management (ISO 9001)
 - IT Service Management (ISO 20000-1)
 - Knowledge Management (ISO 30401)
 - Environment Management (ISO 14001)
 - Health & Safety Management (ISO 45001)
- **Trainer & Implementor:**
 - IT Service Mgmt. (ISO 20000-1) & ITIL
 - Risk Management (ISO 31000)
 - Governance of Organizations (ISO 37000)
 - Security Management (ISO 16000)
 - Privacy Information (ISO 27701)
 - Energy Management (ISO 50001)
 - Asset Management (ISO 55000)
 - Business Continuity Awareness (BCMS)
 - Information Security Awareness (ISMS)
- **Senior Assessor:**
 - EFQM Assessor (SKEA & DQG)

SKILLS & COMPETENCY

- Comprehensive understanding of the telecom roaming industry, Risk & Quality Management, IT Service Mgmt., Resource Management, Business Intelligence tools, & Information Security.
- Possess strong technical knowledge, communication, and organization skills.
- Organizational Change (Reorganizations, culture & alignment, behavioral change).
- Strong analytical, organizational, and management competence.
- Highly developed quantitative analysis and project management experience.
- Ability to deliver clear and simple ad-hoc process documentation that is rich in detail.