

Faten Fayad

PERSONAL INFORMATION



Master of Executive Business Administration,
Bachelor Degree of System Analyst and software engineer,
PMP certified

📍 Arabic Building- Jaramana- Damascus - Syria

☎ 0115614840 📠 0994666661

✉ Faten.fayad@gmail.com

🌐 [linkedin.com/in/faten-fayad-a374141a](https://www.linkedin.com/in/faten-fayad-a374141a)

Sex Female | Date of birth 1/9/1981 | Nationality Syrian

WORK EXPERIENCE

2017 - Now

Mobile & Web Applications Manager

Syriatel telecommunication company www.syriatel.sy

▪ Role:

Manage & Lead Mobile & Web Applications team, supporting them in building robust and innovative software & infrastructure solutions.

Develop a strategy for the team to meet the company's goals and objectives, and to improve the quality of the service it delivers internally and externally. To plan and monitor the successful implementation of this strategy.

Responsible for the quality and technical approach taken by team members, ensuring it is in-line with the company strategy – and that projects are delivered on time.

Creating and maintaining a professional culture within the team, where individuals take ownership and are fastidious and proud of delivering excellence and quality.

Lead, develop, and motivate team members to reach ultimate performance, and achieve Corporate.

Interview candidates and provide recommendations to Direct line of Authority Set, customize and implement the suitable standards for software development and ensure that software development and life cycle design are running effectively.

Initiate, control, review the requirement analysis phase, and approve the requirement analysis document.

2013 – 2017

Head Of Software development & Mobile development Sections

Syriatel telecommunication company www.syriatel.sy

- Role:
 - Supervise & Lead software development team, supporting them in building robust and innovative software solutions.
 - Develop a strategy for the team to meet the company's goals and objectives, and to improve the quality of the service it delivers internally and externally. To plan and monitor the successful implementation of this strategy.
 - Responsible for the quality and technical approach taken by team members, ensuring it is in-line with the company strategy – and that projects are delivered on time.
 - Creating and maintaining a professional culture within the team, where individuals take ownership and are fastidious and proud of delivering excellence and quality.
 - Lead, develop, and motivate team members to reach ultimate performance, and achieve Corporate.
 - Interview candidates and provide recommendations to Direct line of Authority Set, customize and implement the suitable standards for software development and ensure that software development and life cycle design are running effectively.
 - Initiate, control, review the requirement analysis phase, and approve the requirement analysis document.
 - Develop & maintain Syriatel Quality Management System effectively & efficiently.
- Main responsibilities:
 - Team leadership, strategy & planning
 - Business Analyst & System Analyst
 - Software development based on CMMI standard
 - Communication and problem solving
 - Technical support
 - Company best practice
 - Innovation and research and development

Business or sector system and mobile application development section

2009 - 2013

Senior developer & Team Leader

Syriatel telecommunication company www.syriatel.sy

- Role :
 - Administrate. Maintain and support internal developed systems.
 - Gather requirements for new requested software.
 - Analyse, design, and implement requested software.
 - Document all activities and tasks related to development processes and write user guides.
 - Deployment of developed software.
 - Develop and customize software solutions such as Applications, Integrations, Reports and forms according to design document and provide technical documentation.
 - Perform any duties or assignments requested by management.
 - Responsible for contributing to the enhancement of the corporate objective – Internal customer satisfaction
 - Train the clients (employees of other departments) on developed software.
- Head's additional tasks and responsibilities:
 - Analyse system specifications and translate system requirements to task and delegate them to the team members.
 - Give time-frames for completing jobs.
 - Track the team's performance

Business or sector system development section

2005 – 2009

Team leader

New Gate Company – Software Development Company

- Tasks and responsibilities
Lead and Develop and customize software solutions such as Applications, Integrations, Reports and forms according to design document and provide technical documentation.
Perform any duties or assignments requested by management
Gather and analyze requirements and develop a requirement document.
Design software solution and customizations and develop detail design document.
Develop and customize software solutions such as Applications, Integrations, Reports and forms according to design document and provide technical documentation.
Perform any duties or assignments requested by management.
Maintaining and continuously improving product quality management system.
Responsible for contributing to the enhancement of the corporate objective – Internal customer satisfaction.
- Head's additional tasks and responsibilities:
Analyze system specifications and translate system requirements to task and delegate them to the team members.
Give time frames for completing jobs.
Track the team's performance.

Business or sector IT department

Latest Accomplishment

Syrians

(Syrian Social Media)

Mobile (Android & iOS version) available on Syria Store

& Web Applications : <https://www.syrians.sy/>

Syria Store

(mobile Applications Store)

Syria store, the Syrian store for mobile applications.

You can download and update all Syrian service applications, as well as get the latest updates to the most popular applications. Syria store, an important step towards digital Syria and the advanced stages of automation. It Characterized by its easy access, safe use and privacy of personal information.

Syria store, is 100% of Syrian youth creativity which uploaded on Syrian network.

Syria store proves that Syrian youth is capable and creative

<https://www.syriastore.sy/?lang=en>

Sales Information Management System SIS

Enterprise solution to manage sales activities within Syriatel

Bulk SMS

Enterprise solution to manage broadcasting SMS within syriatel

Self-Service AKrab ELiek”أقرب اليك” mobile application

Mobile Application available (Syria Store, Apple Store & Google Play)

Akrab Eliik is one of the important applications in syriatel

Akrab elik gives you control over your numbers & services anywhere and anytime.

Through the app you can:

- Easily control your numbers by managing the services & bundles activated on them, stay updated with your usage and balance, and view your latest bills too.
- Stay updated with latest products, services, bundles, offers, news and events.
- Locate and identify the nearest point of service, boutiques, and sub dealers.
- Gift balance and manage services lists like "Stop" (block incoming calls) and "Friends and Family".
- Smoothly migrate between YaHala products, and reactivate your card when needed.
- Send your inquiries, suggestions and complaints which are always welcome to participate in the continuous development process of our services and products.
- Get information of your number, and update your profile to be eligible for more offers and services in the future.
- Send a number of free SMSs, that are monthly renewed, via the application.
- Enjoy all these services as well as others through unique and easy-to-use interfaces.

Music Lovers Mobile Applications

Mobile Application available (Syria Store, Apple Store & Google Play)

Music Lovers is one of Syriatel mobile applications family, by using this application you be able to manage your profile and you will be your DJ to your profile

When you create an account on one of Syriatel main Apps (AkrabElik, Music Lovers, Roam Assist), for the first time, you'll get a free internet bundle valid till the end of gifting day:

10 MB for 3G postpaid lines and prepaid cards.

5 MB for 2G postpaid lines and prepaid cards.

Currently, corporate customers can't benefit from the free internet bundle.

Roam Assist Mobile Application

Mobile Application available (Syria Store, Apple Store & Google Play)

Roam Assist app is your travel guide. It provides you wherever you are, outside Syria, with roaming prices of available operators and their updates, information about roaming services and the ability to control them directly, in addition to other useful information about the country you wish to roam in like weather, temperature, country code and currency.

Roam Assist app is your travel guide. Download the app to provide you wherever you are with the roaming prices of available operators and their updates, information about the roaming services and the ability to control them directly through the app in addition to other useful information about the country you wish to roam in

A lot of enterprise solutions within Syriatel and other parties , in addition I have managed set of mobile applications

EDUCATION AND TRAINING

2016 - 2018	Master Degree of Executive Business Administrator Higher institute of Business Administrator
2000-2005	Bachelor Degree in Information Technology Engineering

Damascus university

- System Analyst
- Software Engineering

2013 **Project Management Professional certified**
Venture

PMP

2013 **CMMI certified**

PERSONAL SKILLS

Mother tongue(s) Arabic

Other language(s)

UNDERSTANDING		SPEAKING		WRITING
Listening	Reading	Spoken interaction	Spoken production	
English				
Good	Good	Good	Good	Good

Communication skills ▪ good communication skills gained through my experience as head of development section

Organisational / managerial skills ▪ supervising & leadership (currently responsible for a team of 50 people)

Job-related skills ▪ good command of quality control processes (currently responsible for applying CMMI process)

- skills**
- Leadership
 - System Analysis
 - Project Management
 - UML
 - ITIL
 - CMMI
 - MS Project
 - Product Development
 - Web Applications
 - Programming
 - Databases

Driving licence ▪ B