

BIO

Eng. Sally Hassan

Current Title: Quality Expert

1- Business in brief:

Sally has been working as a Quality Expert for many years in addition to teaching some related courses. She has a great experience in software development, project management, IT service Management, IT governance and technical unit management. Sally worked with a variety of organizations including governmental, and private sector inside and outside Egypt. Sally provided consultation in different Process Improvement models like CMMI for Development, CMMI for Services, ITIL, and SPIG.

2- Organizations –:

- Starting 2007, Sally has worked in SECC as a quality expert. She is responsible for Process Improvement Consultation and teaching courses. Process Improvement consultation and courses cover SW engineering; Project Management, IT service management and IT governance aspects.
- From 2005 – to Jan 2007, Sally had worked in Microtech as Technical & Process Improvement Manager. Sally was responsible for SW development, Project Management, IT governance and service management plus process improvement based on CMMI.
- From 1996 – to 2004, Sally had worked in DMS in many positions starting from Junior Developer, Senior Developer, Analyst, Designer, Project Manager, Department Manager, and EPG member. During these years, Sally had a great experience in the whole SW engineering lifecycle, ERP product implementation, Infrastructure management, Service Desk management, pre-sales and customer relationship management, writing proposals & SLAs and Process Improvement based on CMMI and ITIL. She was a member of management committee responsible for decisions regarding new products & services, setting directions & follow up business plan achievement.

3- Awards:

Sally's work was appreciated from all organizations and individuals she worked with, starting from DMS where she participated in their CMMI ML4 achievement, then Microtech where she helped them to achieve CMMI ML3 – and organizations she consulted like GET Group, ESRINEA, Delta SW , AVIT, ACT, SyrianSoft, GIT Syria, and many other organizations in addition to having an excellent feedback as a trainer.

4- Certifications and designations:

- APMG certified COBIT 5 Foundation trainer
- COBIT 5 Implementer (Jan, 2015 – waiting for exam results)
- COBIT 5 Assessor (Jan, 2015 – exam score 57/80)
- COBIT 5 Foundation (Nov, 2014 – exam score 48/50)
- BCS certified ITIL Foundation trainer
- ITIL Expert (2010).
- SEI - CMMI Official Introduction & Intermediate courses (2006 – 2007)
- SW skills development program (ITI), Egypt, in 1996.
- Bachelor of Science in Engineering from Ain Shams University, Egypt, in 1995.

5- Sources/References:

Sally has many articles published in the Egypt SPIN covering Process Improvement topics. She also produced the training materials of many Process Improvement courses.

6- Additional Experience records

The following table indicates sample training courses provided by Sally within her employment at SECC as quality expert.

Year	Month	Provided Courses
2014	December	ITIL® Foundation for IT Service Management
	October	Software Project Management
2013	October	ITIL® Foundation for IT Service Management
	September	Software Project Management
	June	Project Management
		ITIL® Foundation for IT Service Management
	May	Managing Service Agreement
		Managing Service Operation
	March	ITIL® Foundation for IT Service Management – 2 rounds

2012	May	Managing Service Agreement
		Managing Service Operation

The following table indicates sample consultation services provided by Sally within her employment at SECC as quality expert.

Client Name	Client Info	Consultation Scope
AVIT	AVIT is a subsidiary of the Egyptian Holding Company for Airports and Air Navigation (EHCAAN), Affiliated to the Egyptian Ministry Of Civil Aviation. AVIT has been established since November 2002 to provide ICT products, services and solutions that are customized to serve the Civil Aviation in Egypt. Moreover, the company has contributed in major and critical projects for governmental entities as well as major private companies.	ITIL - Process definition, implementation and automation
ACT	Advanced Computer Technology (ACT) is an Integrator IT Solution Provider Company. ACT has had a leading role in providing the Egyptian market with state of the art solutions and products. ACT serves and offers technology and consultancy for more than 800 customers in Government, Real Estate, Oil & Gas, Aviation, Health Care, Hotels & Restaurants, Finance & Banking, Telecommunication Companies, Transportation and Educational Institutions, Corporate, Multinational Companies fields. ACT is a GOLDEN partner for HP, Microsoft, Cisco, Dell, Infor, Blackboard and the BEST partner in Egypt for Micros Fidelio.	ITIL - Process definition, implementation and automation
EGABI (Software Infrastructure services BU)	Founded in 1999, with focus on the Banking Industry. Egabi has succeeded in expanding its reach into projects and references in Saudi, Sudan, Algeria, Dubai, Abu Dhabi, Jordan, Tanzania, Palestine, Kenya, and Egypt. SECC services were provided to Software Infrastructure Services business unit which provides diversified services like Linux based solutions and products implementation, Oracle infrastructure implementation services, Team Quest software implementation services, UNIX infrastructure services, Health check and assessment services.	ITIL - Process definition, implementation and automation plus CMMI-SVC (ML3) – In progress

IT Fusion (Support Center)	<p>IT-Fusion was founded in 2005 with the aim of offering software solutions and automation services in the field of insurance and financial sector. They have managed to support wide, diversified, multicultural business environments in Egypt and Sudan. They manage 14% of private medical insurance beneficiaries in Egypt and 35% in Sudan; In addition we run the top 5 brokers in Egypt and support 1000+ Google Apps accounts including governmental and non-Governmental sectors.</p>	<p>Service Desk function establishment based on ITIL (process definition, implementation and automation)</p>
ESRINEA	<p>EsriNeA Professional Services employ the latest GIS techniques and tools to provide effective solutions and support to a broad range of user organizations in various sectors throughout the world. Services range from short-term implementation support, to the delivery of strategic corporate GIS databases and turn-key, mission-critical applications.</p>	<p>CMMI-DEV (ML3) Plus CMMI-SVC (ML3) – in progress</p>
GET Group	<p>GET is a leading Passport & ID solutions provider, independent software vendor and systems integrator. Using state-of-the-art security systems, innovative hardware, and software applications, GET provides institutions, enterprises and more than 20 governments worldwide, with highly secure and durable identity documents and mission-critical e-process solutions. GET has an established worldwide presence and customers from diverse sectors, such as Government, Finance & Banking, Healthcare and National Security.</p>	<p>CMMI-DEV (ML3)</p>