

BIO

Name: Reham Ahmed Saleh **Title: Performance Excellence Expert**

Business in brief

A dynamic Consultant who leads and delivers rapid strategic business values. Experience across companies in various markets, Agile mindset oriented; focused on customer satisfaction & Team Building, with +18 years of experience in the field of software development and business of information technology.

Ensure, Identify, discover, and analyze the technology business processes in accordance with ITIL and eTOM standards. That helps in Evaluating effectiveness of existing processes and recommend enhancements that lead to improvements in the quality of deliverables.

Lead business process re-engineering for any new business with subject matter experts from multiple business areas.

For any New Service Process Consultation Lead the Design for new processes such as

- Strategic Business Planning
- Incident, Problem and Change Management Processes
- Quality Control and Defect Management Processes.
- end-to-end Processes

An experienced and self-starting leader and team player with strong experience in transformation, communications and marketing. Strong ability to communicate and inspire change and engagement and used to facilitating delivery with agile teams.

Digital transformation and innovation professional with strong experience in Agile product and service delivery Agile at scale (certified ScrumMaster, SAFe Leading).

Experienced digital and marketing communications professional, consultancy management experience, and specific project direction experience (especially Telecom, e-commerce, financial services, health subscription and community websites).

Experienced Agile Product Owner/Coach Certified Scrum Professional with specific experience in digital innovation developing multi-channel digital brands and online engagement through emerging technologies both in SME and wider enterprise clients. Extensive experience of agile PM, collaboration and tools, especially Atlassian JIRA.

Strong experience in digital product proposition development and prototyping using Agile product/service delivery model.

Organizations

- Software Engineering Competence Center (SECC) – Quality Expert – 2016
- International Turnkey System (ITS) Service Process Improvement Lead
- Mubashir International Quality Service Manager
- Online Modern Solution (OMS) Quality Manager
- EXA Process Improvement Quality Manager

Certifications and designations

- Certified Professional Scrum Master “Scrum Alliance”
- Certified SAFe Agilist “Scaled Inc”
- Certified SAFe Scrum Master “Scaled Inc”
- Certified Advanced Scrum Master “Scrum Alliance”
- Certified Agile Leadership [Essential, Organization, Team] “Scrum Alliance”
- Certified PECB Certified ISO/IEC 27001 Foundation
- PECB Certified ISO/IEC 27001 Lead Auditor
- ISO 2000-1 Auditor Certified from DNV India.
- Six Sigma Black Belts. “Quality America Feb-2015”
- Certified Product Owner “Scrum Alliance” April-2019
- Enterprise Architect “Certified Togaf 9.1” Nov-2018
- Certified Scrum Master “Scrum Alliance “Feb-2019
- Certified Six Sigma green belt. “Quality America Jun-2011”
- Agile Foundation Certified from SECC
- Certified ITIL foundation. “SECC Jun-2013”
- Certified CMMI Associat Version 2.0
- TickIT Plus from DNV.
- Certified CMMI Ver. 1.3 “SECC March-2012”
- Attend CMMI High Maturity Training Using SPC Tools, dated 9 – 12
- October, 2009 by Deepak_Chopra and attend official course at 02/2006 by Pradeep from QAI)
- ISO 9001 Lead Auditor Certified from SGS Egypt