

John Jacoby, PMP, CCNA

U.S. Citizen – UAE Residency Visa

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International Project Management Executive

Creative, logic-based leader who surpasses expectations by designing highly effective systems and processes. Use proven methodologies when they make sense and conceive new approaches when required. Draw on diverse experience managing information, projects, and large-scale operations in the UK, Eastern Europe, Central Asia, and the Middle East. First-hand knowledge of security gained by working for defense industry icons. Fluent in English, Russian, and Serbo-Croatian. Speak basic Arabic, Spanish, and German.

Project Management Office
Business Continuity
Physical and Technical Security

Operations Management
Disaster Recovery
eChannels

Technical Products/Implementations
SLA and Regulatory Compliance
Budgetary/Financial Accountability

Integrated Security
Team Leadership
Gap Analysis

PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS

PRO SERVICES INTERNATIONAL—Headquartered in Dubai with offices and clients throughout MENA region.

2006–PRESENT

US \$10M technology and professional services provider helping major players in telecom, energy, and banking industries to build smarter infrastructures, reduce total cost of ownership, and increase quality and availability of services and applications.

CHIEF DELIVERY AND PMO OFFICER (January 2011–Present)
CHIEF OPERATING OFFICER (June 2009–December 2010)
SENIOR PROJECT MANAGER AND BUSINESS ANALYST (May 2007–May 2009)
SENIOR BUSINESS ANALYST (May 2006–May 2007)

Supported Sales in US \$M



As one of the first four employees, played a critical role in defining vision and strategy that spurred growth to more than US \$10M and 70 FTEs. Realized early success that led to engagements with iconic corporations across multiple industries. As Pro Services grew, established role as member of core executive team, developing corporate governance and contributing to business planning.

Moved into current role to establish PMO as a C-level function. Accountable for expanding sales operation and meeting 2011 revenue target of US \$15M, with 50% coming from project implementation and e-services and much of the growth coming from new business. Lead cross-functional staff of senior engineers (CCIEs), mid-level engineers (CCNP/CCxP), project managers, and administrative staff.

Partial client list: Big Telecom, Global Wireless, Bank of Egypt, Big IT Vendor, Major Energy Company, and Alif Ba Finance.

- Defined internal operations and project management as company grew from 4 to 70 employees.
- Achieved highest quality in all operations, obtaining ISO 9001 certification for UAE and Egypt as well as Cisco Silver Certification.
- Gained access to bank, oil, and telecom verticals by establishing offices from the ground up in Abu Dhabi, Riyadh, and Cairo.

Led Project Management Office in planning and delivery of simultaneous high-value projects. For example:

Provided Critical Business Continuity / Disaster Recovery Plans and Infrastructure for Major Energy Company (MEC)

MEC had experienced serious service failures due to their inability to recover from disasters. Pro Services won contract to implement business continuity and corporate governance, beating out stiff competition from IBM.

Challenge	Solution
<i>Backup solutions had failed when they were urgently needed. There was no testing plan in place.</i>	Designed and implemented MEC's first BC/DR plan in accordance with ITIL principles, bettering IBM's plan.
<i>Security risk was high. Project involved access to critical resource.</i>	Drew on security background to design thorough staff screening.

- Results**
- ⇒ MEC was able to function 100% remotely, avoiding business interruption during the 2011 political unrest. Operations are now fully redundant and regular testing plans are in place. Business and access to key natural resources are secure.
 - ⇒ Pro Services won bid to expand follow-on network originally implemented by Cisco. Expansion is ELNG's largest hardware acquisition since initial network was built.

Continued...

Worked with Business Development to Land First Big Implementation and Set Stage For Rapid Growth.

As a newly launched firm, Pro Services had a golden opportunity to perform a business process audit for Big Telecom, the KSA's largest telecom company serving 15M people. Audit included gap analysis against ISO 9001:2000, ITIL, and eTOM standards.

	Challenge	Solution
	<i>Their 2G network would soon be obsolete.</i>	Built roadmap for 3G upgrade, matching competitor specs.
	<i>15 primary nodes all had single points of failure. 2 recent outages had resulted in 4.5M affected subscribers and significant revenue loss.</i>	Designed plan for complete network redundancy.
	<i>There was no inventory of equipment, standards for configuration, or end-of-life planning.</i>	Implemented change-management program covering tools and organizational design.
Results	⇒ Pro Services won implementation contract against more than 5 major competitors, including Booz Allen. High-value contract consisted of 19 projects laid out in audit findings. ⇒ Big Telecom added millions of US dollars to top- and bottom-line revenue by proactively managing network instead of reactively responding as problems arose. They are now able to model changes and perform failure analysis. ⇒ Pro Services deployed performance monitoring solution that was the largest of its kind in MENA region and is now the only company that works with all major Saudi telecoms.	

Deployed First Countrywide WiMax in Bahrain as Subcontractor for Global Wireless.

Hired by Global Wireless to perform end-to-end design and deployment of complex project to enable subscriber access.

	Challenge	Solution
	<i>Global Wireless uses atypical solutions in a region where most engineers specialize in common hardware and/or software.</i>	Avoided building cost-prohibitive large team. Instead, designed hiring process to select candidates for well-rounded experience and, most importantly, for the ability to adapt to new systems.
	<i>Significant delays on Global Wireless's end made it difficult to predict staffing needs.</i>	Transitioned temps into full-time roles, putting them to work on other projects but keeping them available for Global Wireless.
Results	⇒ Deployment was a success. There were enough skilled resources at hand to mobilize at client's convenience. ⇒ Strategy of focusing on small, flexible teams rather than large teams of specialists became a defining quality at Pro Services, enhancing profitability and capabilities.	

SECURITY, INC. | COALITION | ABCD—Molesworth, UK; Sarajevo, Bosnia-Herzegovina; Bagram, Afghanistan 2002–2006

Defense contractors. Security and Coalition were competitors. ABCD bought Coalition in 2005.

OPERATIONS MANAGER AND DEFENSE ANALYST—Worked across borders to make the most of human and information resources. Assimilated large bodies of research into actionable analyses, using understanding of languages and cultures. Presented findings to government and private sector decision-makers from the UK, Africa, Bosnia, the former Yugoslavia, and Albania.

Supervised linguists providing translation services for international assistance organizations in Afghanistan. Accountable for scheduling, performance evaluations, and statement of work (SOW) compliance. Enforced security screening procedures. Hired 1,200 new personnel throughout Afghanistan in 4 months. Developed QA program for ~1,500 linguists and staff.

EARLY CAREER: Gained expertise in global project management as a site manager and linguist in defense and automotive industries.

EDUCATION AND PROFESSIONAL DEVELOPMENT

Bachelor of Political Science and Bachelor of Russian and Soviet Area Studies, San Diego State University, San Diego, CA
Credentials: ISO 9000 Lead Auditor • PMP • CCNA • ITIL Service Support Manager
Programs: Microsoft Office Suite • i2 Analyst Notebook • MindManager • MS Visio • MS Project