

# ADEL AL KHAFAJI

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<http://www.linkedin.com/in/adel-al-khafaji>

## Education

**Oct 1994- Jun 2000**    **B.Sc. in Electronic and Communication**  
*University of Baghdad*

**Oct 1990- Jun 1994**    **Diploma Computer Science Engineer**  
*Industrial High school*

## Certificates

- Jul 2021**    • PMI, Risk Management Professional (PMI-RMP)®.
- Apr 2021**    • PMI, Agile Certified Practitioner (PMI-ACP)®.
- Jul 2020**    • PMI, Project Management Professional (PMP)®.
- Aug 2020**    • Scrum.org Professional Scrum Master (PSM) ®.
- Aug 2020**    • Scrum.org Professional Scrum Product Owner (PSPO) ®.

## Summary of Skills and Qualifications

- Twenty-one years of solid, proven achievements in IT, Telecom services project management, and sales in different multicultural industries.
- Exceptional interpersonal skills, including stakeholder management and cross-functional department partnerships coupled with a strong understanding of team emotional management and governance collaboration.
- Leadership, Servant leader, Coach, Team player, Customer-Oriented, Adaptive, Accepting change, Strong analytical and problem-solving.

## Areas of Expertise and Skills

**Technologies:**    ICT, 2G, 3G, 4G, LTE, Wi-Fi, GSM, CDMA, Fiber Optic, GPON-OLT, OTN, FTTH, Mesh PTP, P2MP, SDH, PDH, VSAT, Tetra system, Datacenters, CCTV, Solar system, Hybrid power systems, and Green Energy System.

**Management Expertise:**    Project management, Agile, Lean Manufacturing, Scrum- Kanban Frameworks, Cross-organizational management, Customer-focused, retention and engagement, procurement, service delivery, managed services, Turn-Key rollout, vendor and suppliers management, special event projects, installation, integration commission, and technical support, Project planning, scheduling, and coordination, self-motivated, team resource Management,

**Tools/Applications:**    MS Office Suite, MS Project, CRM, C++

## Summary of the responsibilities of my roles

- Managed telecom projects from initiating to closing and increased the project's outcome, revenue, and market share, and improved client satisfaction; by incorporating my interpersonal skills, and knowledge in different project management methodologies and frameworks.
- Developed, communicated and led all project plans, SOW, aspects, and documentation.
- Utilized appropriate tools and techniques to measure project progress, proactively identify risks and establish the response plans and the agreed-upon changes to the cost, scope, and schedule.
- Define, and track the agreed-upon corrective preventive actions.
- Identified and quantified variances, performed corrective actions, and communicated to all key partners and stakeholders per the agreed communication plan.
- Worked individually as well as engaged others to lead project teams to deliver desired outcomes timely
- Report to the Key-Stakeholders project milestones, and progress, and create executive overviews and status reports. Collaboratively across-function departments, financial, hardware, and software system integrators teams, and technology partners.

## Professional Experience

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**May 2022-  
Feb 2023**     ***Customer Project Manager***  
*EXFO-Verizon, USA*

- Led projects consistently in deploying solutions in the customer environment.
- Main Point Of Contact between Customer and for all project matters (project progress, planning, meeting, acceptance negotiation).
- Driving the assigned projects from Purchase Order reception until project closure
- Booking and synchronization of resources (Engineering, Installation, Commissioning, Professional Services).
- Planning activities, tracking execution, identifying and mitigating risks, Project financials and invoicing follow-up, reporting projects status, and Hand-over to Support
- Contribute to the pre-sales phase notably by checking the implementation proposal within the offer; support Sales/Pre-Sales teams for any operational matt
- Success metrics: customer satisfaction, projects delivered on time / on budget / with expected quality.

**Jun 2016-  
Aug 2021**     **Sales and Business Owner**  
*Lana Center for Technologies, Sprint, and Joe Machen's Toyota, Columbia, Mo*

- Established a Telecom and Electronic retail business. Managed budgets, and maintained statistical and financial records. Overseeing inventory and pricing control. Maximized profitability, set sales targets, and motivated staff to do so. Attended and participate in new technologies conferences, announcements, and exhibitions. Developed promotions and marketing strategies.
- Assisted vendors and partners in developing sales business markets using the Telecom flagship companies' products and services. Manage several large accounts and continuously improve approaches and methods of selling companies' products and services.
- Elicited and identify customers' requirements, presenting technical solutions, proposals, and offers.
- Ensured every customer interaction is exceptional and tailored to meet the customer's needs and requirements. Focused on customer retention for protentional and existing customers.
- Sustained continued relationships with customers and establish an exponential customer network to achieve sales targets.

**Jul 2013-  
May 2016**     **Project Manager**  
*Ericsson Corporate, Iraq*

- Managed Multimillions projects in seven provinces, projects included
- 500k subscribers FTTH Turn-Key project, from project initiation to hand-over and closing,
- 2k plus RAN outdoor sites and core mobile 2G & 3G network modernization.3k plus sites new services launch, datacenter deployment. 6.5k plus sites network manage service, operation & maintenance, preventive and corrective maintenance. Successfully managed the assigned project with outstanding results that exceeded the company business objectives with 99 % customer SLA/KPI fulfillment, Identified a new up-sale to the organization to create a further 50% increase in company contract opportunities to meet customer needs and organization strategies.

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- Jun 2010-  
May 2013**     **Project Manager**  
*Clean Power System Group, Dubai, UAE*
- Managed 2.8K sites Turn-key projects, NOC software, 4G, LTE, Wi-Fi mesh network P2P & P2MP, Solar system software, and off-grid hardware deployment.
  - Managed 500 renewable green energy project sites, including system demonstration, deployment, installation, operation, and maintenance for telecom customers, data centers, and oil fields. Contributed to the pre-sales phase notably to check the implementation proposal within the offer; support Sales/Pre-Sales teams for any operational matter.
- Jun 2006-  
Jun 2010**     **Project Manager**  
*Inteltec Emirates Holding Group, Abu Dhabi, UAE*
- Managed 2.8K plus sites Turn-Key IT wireless project deployment, starting from project initiation to closing and hand-over to the customer according to the project plan. Technologies included 2G & 3G for in-building active and passive DAS solutions, site types included Dubai Metro stations, Hospitals, government buildings, VIP palaces, Islands, F1 race circuits, high rising commercial and residential buildings.
  - Managed public Tetra system Turn-key Project, Fixed Access Network, Fiber (GPON, FTTH), power system, and satellite systems.
  - Contribute to managing a new outdoor deployment project of 1.2k outdoor Turn-Key 2G & 3G.
- Jun 2004-  
Jun 2006**     **Regional Manager**  
*Orascom Telecom Group, Iraq*
- Managed 4K 2G Turn-Key, new site deployment in 10 provinces.
  - Managed day-to-day operations and maintenance of 4k 2G mobile network sites in 10 provinces.
- Jun 2001-  
Jun 2004**     **Telecom Engineer**  
*Iraqi Telecommunication and Post Company, Iraq*
- Worked as a member of the technical committee for network transmission tenders' evaluation transport, including fiber optic project & microwave backhaul project.
  - Transmission Engineer worked in microwave backhaul, Rings, and Fiber (FTTH) projects and power systems.