

SENIOR PROJECT MANAGER

Highly motivated Senior Project Manager with ten years experience working on several projects in developing countries, consistently delivering complex, large-scale international projects on-time to specifications and within budget. Additional key skills:

- Leading in a Multi-Cultural Environment
- Customer and Organizational Requirements Capture and Analysis
- Budgeting & Planning
- Project Risk Management
- Contractor/Supplier Negotiation/Management
- Communication to Stakeholders
- Build and maintain Senior Level Relationship with the Customer
- Motivate Virtual Project Teams
- Project Cost and Revenue Tracking
- Conflict Resolution

Areas of Expertise

Interpersonal

Builds, trains, leads and motivates teams with diverse skills and from different functions.

- Effectively operated deliverable/objective-based management with target settings and appraisal.
- Mentored and coached personnel at all levels, encouraging them to develop their performance to best practices standards and getting feedback from others on their performance.
- Producer of Our Human Rights local cable access television program, with an all volunteer crew, which aims to get more people to take non-violent action against human rights abuses.
- Strong communication skills keeping all stakeholders informed on progress with regular project reports that clearly indicate any issues, delays or budget overruns.
- Represented company at emergency communications standards meetings and contributed to emergency communication plan using satellites.

Project Management

Manages a variety of international projects to demanding standards of time, cost and quality.

- Led team that implemented support systems for first Internet over Satellite commercial system in Saudi Arabia and provided training to customer. Received 2006 Intelsat CEO Award for Customer Connection as a result of exceeding customer expectation.
- Successfully turned around over twenty failing projects, restoring customer confidence and resulting in follow-on contracts.
- Coordinated indigenous villagers, volunteers and local authorities for construction of a community water system on a 13,000 foot mountain in Altiplana, Bolivia to prevent fatalities due to contaminated water.
- Completed more than ten projects with £2 Million+ budget, with multiple vendors and organizations, on-time, on budget and meeting requirements.

Problem Solving

Applies a variety of techniques to achieve a rational approach to problem solving and decision-making.

- Facilitated cross-business teams generating and evaluating organizational improvement ideas aimed at achieving best in class performance levels.
- Directed investigations into major customer complaints to establish root-cause. Recommended and implemented corrective measures resulting in increased customer satisfaction.

Technical

Applies various technologies from video editing to web design to meet customer requirements.

- Implemented an Intelsat customer web portal, which provides customers real-time access to service information. Customized portal for customers such as Africa Virtual University to improve information visibility to individual universities.
- Significantly improved provisioning and fulfilment process to reduce costs, make data auditable and visible to stakeholders.
- Amnesty International member volunteering for actions on a wide range of human-right issues. Active participant at AI regional and AGM meetings.
- Directing and editing video documentaries and optimizing content for mobile/web distribution.
- Co-authored several Framework Programme for Research and Technological Development application by preparing proposal documents to a successful bid called BISANTE.
- Authored more than twenty technical papers which were published at international conferences, journals and in books.

EMPLOYMENT

Tata Communications Ltd., London England Programme Manager , Advanced Solutions Delivery	2010-
EMC Ltd., London, England Senior Project Manager , Professional Services	2007-2010
Intelsat, Washington DC, USA Senior Project Manager , Network Engineering & Implementation	2000-2007

EDUCATION and CERTIFICATION

MSc in Poverty Reduction <i>SOAS, University of London, London, England</i>	2011-2015
Advanced Certificate in Web Design <i>Sessions On-Line School of Design, NYC, USA</i>	2005-2008
Human Rights Advocacy Certification	2007
Post-Graduate Degree in Documentary Filmmaking <i>George Washington University, Washington DC, USA</i>	2006
MSc in Project Management , School of Business and Public Management <i>George Washington University, Washington DC, USA</i>	2001-2004
PhD in Telecommunications <i>University of Surrey, Guildford, Surrey, England</i>	1994-1999
MSc with Distinction in Satellite and Telecommunication Engineering <i>University of Surrey, Guildford, Surrey, England</i>	1993-1994
BSc in Electronic Engineering (Hons), GPA: 3.7/4 <i>Istanbul University, Istanbul, Turkey</i>	1989-1993

INTERESTS: Poverty Reduction, Sustainable Development, International Politics, Human Rights.

LANGUAGES: Fluent in English, German and Turkish. Basic Spanish.