

Sherif Kamal

Product & Project Manager

I'm a technology aficionado & a caffeine-dependent geek at heart who can support you in a multitude of ways to grow your business and get the most value out of it, with a proven track record and over a decade of experience in areas which include **Project/Product Management**, **Privacy Engineering**, **UX Design**, **Customer Service**, and **Technical Support** for both Fortune 500 enterprises and global leaders in the Information Technology and Services industry, as well as startup companies.

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WORK EXPERIENCE

Product Manager

Pelcro [↗](#)

03/2021 - Present

Quebec, Canada

Achievements/Tasks

- Collaborating with the technical team to plan, design, develop, test, and maintain web-business applications.
- Ensuring products and releases are launched correctly and on schedule and on budget in collaboration with the technical team.
- Documenting new features, services, user stories, and requirements for delivered products.

Sr. Analyst, Resource Management

Dell Technologies [↗](#)

08/2018 - Present

Cairo, Egypt

Achievements/Tasks

- Managed technical resources' expertise, availability and location to participate on post-sales activities through a data-driven structured approach for META region.
- Received Dell "Bravo" awards for sorting out client escalations. stakeholder communication, efficient team orchestration, and fine tuning resource calendars which impacted visibility and efficiency (2019-2020).
- Received Dell "Applause" awards for engagement in Dell Technologies Forum, supporting Qend activities, and working out of hours and over the weekend for revenue recognition (2019).

Technical Project Manager

VeraSafe [↗](#)

10/2019 - 02/2021

Vermont, USA

Achievements/Tasks

- Managed 35+ client-facing compliance programs and IT security audits worldwide in accordance to EU & US privacy guidelines.
- Automated Google app scripts for project planning process for all client-facing projects for increased productivity.
- Managed IT operations department, including vendor management, data migration, data protection, and website redesign projects from inception till completion.

Data Protection Administrator

Commercial International Bank [↗](#)

04/2016 - 08/2018

Cairo, Egypt

Achievements/Tasks

- Lead the launch, adoption, and automation of data protection program for all live data and cross-functional departments.
- Lead DR exercise & benchmarking for backup & recovery across sites & local data centers to identify risk management opportunities.
- Trained and coached IT administration and operation team members for backup lifecycle management.

Sr. Technical Support Specialist

IBM [↗](#)

06/2012 - 04/2016

Cairo, Egypt

Achievements/Tasks

- Participated in launching Remote US TSM technical support and knowledge base development programs.
- Received IBM "Putting the Client First" award for customer relationship management and maintaining client satisfaction with highest NSI% & Utilization for worked/closed PMRs (2014).
- Received IBM "Uniting to Get It Done" award for contribution to the team's candidate selection, coaching, and training process (2015).

SKILLS

Project Management

Product Management

UX/UI Design

Privacy Engineering

Data Protection

Technical Documentation

TECHNICAL SKILLS

Project Management

Salesforce, Asana, Teamwork Projects, Microsoft Office, Google Workspace, Power BI, Tableau, SAP CRM

Privacy Engineering/Data Protection

Backup & Recovery Strategy, Disaster Recovery, Risk Management, Business Resilience, GDPR, Cookie Compliance, Vendor Management, IT Security Auditing, Process Documentation

UX/UI Design

HTML5, CSS3, Javascript, Bootstrap, Git, Cmd, NPM, Figma, REST APIs, Readme, VS Code, SEO, Browser Developer Tools

IT Infrastructure & Operations

IBM Spectrum Protect, GSuite, Google App Scripts, Google Cloud Platform, SAN Storage, Shell Scripting, SQL, Linux, PenTesting

EDUCATION

BSc. Computer & Communication Engineering

Cairo University [↗](#)

09/2005 - 01/2011

Cairo, Egypt

ORGANIZATIONS

Egyptian Engineers Syndicate
(02/2011 - Present) [↗](#)

Member

International Association of Privacy Professionals (IAPP) (03/2020 - Present) [↗](#)

Member

Agile Alliance (02/2016 - Present) [↗](#)

Member

VOLUNTEER EXPERIENCE

Project Stakeholder & Contributor
The Water Project [↗](#)

07/2019 - Present

New Hampshire, USA