FAUZAN QAZI

Academic Leader, Influencer, Talent & Excellence & PR Manager, Risk Manager, Negotiator, Relationship & Alliance Builder

Ras Al Khaimah, UAE

USA	24	31
NATIONALITY	YEARS OF EXPERIENCE	STAFF MANAGED

ABOUT ME

Dynamic, energetic, charismatic, results-driven servant leader and successful manager with extensive experience in building teams and complete departments. Expert in supervising people, large events, industry partnerships, change management and cultivating an environment of excellence. Well versed in several areas such as Cybersecurity, Quality planning, Strategic management, Business Development, People/Project Management, IT and Auditing. Multilingual, with a knack for influencing people.

PERSONAL SKILLS

Creative	Resourceful
Innovative	Team Player
Influencer	Methodical
Integrity	Persistent
Due Diligence	Conscientious
Self - starter	Loyal
Disciplined	Passionate
Decisive	Adaptable
Results Driven	Detail Oriented
Proactive	Energetic
Multitasker	Meticulous
Organized	Charming
Dependable	Amicable
Industrious	Cool headed
Approachable	Patient

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💼 WORK EXPERIENCE

DIRECTOR, RISK MANAGEMENT
American University of Ras Al Khaimah
Ras Al Khaimah, UAE

Sep 2017 - Present

- Planning, designing and implementing an overall risk management process
- Analyzing risks and identifying, describing and estimating risks affecting AURAK
- Evaluating risks, comparing estimated risks and environmental factors.
- Establishing and quantifying AURAK's risk appetite
- Reporting risk for various audiences – board of directors, heads of department and individuals
- Preparing for if things go wrong such as developing business continuity plans, purchasing insurance and implementing safety measures
- Conducting audits of policy and compliance to standards
- Liaised with internal and external auditors
- Providing support, education and training to staff to build risk awareness within the institution

ACADEMIC PROGRAM CHAIR
Higher Colleges of Technology
Abu Dhabi and Ras Al Khaimah, UAE

2008 – 2017 (9 years)

Strategic Visionary Leadership and Operations Management

- Managed 31 faculty and 585 students across two campuses in the **Business, IT and Computer Science Divisions**. *Grew the department over 250% in 3 years*
- Formulated departmental goals, policies, objectives, priorities and departmental budgets for the successful implementation of the CIS programs, effectively and efficiently utilizing resources
- **Role model** – led by example, involved with the team and provided clear direction and focus aligned to institutional goals, mission and vision
- **Strategically** improved the division with a **clear vision** and **planned process** approach:
  - *increased student numbers and retention,*
  - *hired qualified faculty,*
  - *initiated extracurricular innovative activities,*
  - *attained high graduation rates,*
  - *improved student certification results and*
  - *achieved excellence awards*
- Ensured HCT and CIS department **strategic goals** were being met by monitoring agreed upon key performance indicators **(KPIs)**
- **Set milestones** for improvements in the department
- Started and **grew** the Executive Masters of Business Administration **(EMBA)**and the Masters in Information Systems Management **(MISM)** programs in 2011 in Ras Al Khaimah. *Graduated 67 students from the two programs in 6 years' time*

Department Excellence

- Drove a **culture of excellence** in the division, coaching and enabling a **leaner sustainable environment** and creating value
- Used Results, Approach, Deployment, Assessment and Refinement **(RADAR) Excellence Model** to enhance the division

Budgeting and Financial Planning

- Oversaw a **budget** of approximately $275,000 for the department within Ras Al Khaimah Colleges and approximately UAE Dirhams 4 Million (US $ 1 Million) for the Information Technology Division across 17 campuses. *Methodically assigned the budget to important projects and urgent matters*
- Utilized continuous improvement **(Kaizen) techniques** to reduce costs. *Ensured classrooms and labs were 100% utilized and at no time were unused*
- *Saved the division over 1 million AED by utilizing unused equipment from data centers from other colleges in the student labs*

ACHIEVEMENTS & ACCOMPLISHMENTS

- Successfully handled the positions of two Program Chairs
- Managed a budget of UAE Dirhams 4 Million (US $ 1 Million) for the IT Division
- Spearheaded the highly successful TELEX Event in 2015 at RAK Colleges and DigiGirlz in 2011
- Started the first two Masters programs in Ras Al Khaimah in 2010. Provided a service not available in the RAK community – EMBA and Masters in IT
- Rolled out Enterprise level IT systems and built high end servers at Archipelago, Chicago
- Obtained Canadian Information Processing Society Accreditation for the Information Technology Programs at HCT
- Achieved highest levels of job satisfaction for the CIS team and best customer satisfaction for the students
- Cultivated innovative industry programs to motivate and attract students. Obtained 5 MoUs with external partners
- Reduced attrition rates by 60% and program changes due to better career counseling workshops and seminars

LEADERSHIP & OPER. SKILLS

Visionary	Process Mapping
Communication	Business Devel.
Business Excellence	Negotiation
Quality Mngmnt.	Partnerships
Strategic Planning	Team building
Emotional Intelligence	Cybersecurity
Problem Solving	Supervise Projects
Performance Mngmnt.	Social Media Skills
Busin. Cont. Planning	Networking Skills
Conflict Mngmnt.	People Mngmnt.
Strong Busin. Acumen	Change Mngmnt.

ACADEMIC & SOFTWARE SKILLS

Curriculum Dev.	WIN, MAC OS.
Trainer	Adobe Products
Facilitator	Microsoft Office
Instructor	Forensics Tool Kit
Mentor	Oracle
Coach	BlackBoard Learn
Guide	Comp. Hardware
Learning Strategist	HP Openview

Communication, Alumni Relations, Collaboration and Teamwork

- Ensured proper and **effective communication** between myself, faculty, students and administration. Kept links and relations with division **alumni**
- Collaborated with team members to implement college **quality** requirements
- Supervised the **accreditation** process for the Information Technology Programs through the Canadian Information Processing Society (CIPS). *Prepared reports and site visits needed by the Accreditation committee*
- Part of the team that obtained the **CAA** accreditation

Effective Business Process Implementation and Quality

- Contributed to the development and maintenance of the CIS RAK Colleges business continuity management (**BCP**) program
- Continuously **ensured quality** of teaching complies with accreditation requirements by making sure learning outcomes were being met and assessed. Met with faculty and students to ensure proper transfer of knowledge
- Rolled out **system wide assessments** for the 17 campuses

People Development (teaching, learning, innovating, encouragement, motivation)

- Expert at **talent acquisition**. Identified skills gap and actively **recruited** competent faculty and ensured their effective, continuous management, development and evaluation. *Interviewed over 155 candidates and approved 37 in the past 4 years. Recruited 21 faculty members to the CIS department at the two campuses in the past 5 years*
- Selected, *coached and mentored 10 UAE faculty* who I hired as part of the Emiratization plan
- Diligently completed **performance management** cycles and rated faculty on how their achievements and skills **aligned with business goals**. *I valued my people contribution and recognized their successes and agreed on future targets*
- Improved staff performance and retention using data, information, knowledge, lessons learned and past experiences
- Empowered and encouraged faculty to be innovative. Developed and valued people's capabilities, skills and creativity
- Identified and pursued opportunities for personal and **professional** faculty growth and **development**. Sent faculty to IoT, ITIL, PMP, CISSP, ECH, Azure, Oracle, Swift, FTK, IBM App Scan, Android programming, Amazon cloud and other trainings. Organized training for faculty across the 17 campuses
- Searched for talented students and encouraged them to participate in innovative and **entrepreneurial** activities
- Worked in a team on **Innovation Maturity Model** for the college. *Guided a team of 6 students to move their capstone project to the next level and form a business. Assisted another group of 4 students to upload their application to Google Play store*
- Led, oversaw and **supervised major events/projects** such as the first GITEX-like exhibition in Ras Al-Khaimah called Technology, Education and Learning Exhibition (TELEX), Microsoft DigiGirlz, Girls in ICT Days, CIS Research Day, IEEE Student Days and Digital Security Awareness days
- Motivated students to continue higher studies by joining Graduate programs

Streamlined Business process & Career Services (Customer and Staff Satisfaction)

- Organized and provided students effective academic and **career advising** including **counseling sessions** and workshops
- Maintained relationships with employers for student recruitment and internships. Helped students secure professional jobs after graduation.
- **Built a Process Model** to guide students from when they join the program until graduation and included sub processes
- Attained high levels of **student (customer) satisfaction** with the CIS division, its activities, courses, labs and teaching quality
- Attended to student/faculty complaints and use them as opportunities to improve services and achieve departmental **excellence**. Created **best practice** database

Business Development, Marketing, Public Relations (PR) and Recruitment

- **Promoted**, marketed and administered five programs in the CIS Division, **EMBA and MSIT program**. *Managed a total of 110 course offerings*
- Represented the college and division publicly at external meetings. Acted as **Public Relations Officer** for government and private events

Degrees

Mar 2016 – Dec 2019 – In Progress
PhD in Management, Information Technology Major
Sullivan University, Louisville, KY, USA
https://sullivan.edu

Oct 2008 – Oct 2011
Coursework towards Post Graduate
Diploma in Islamic Banking and Insurance
The Institute of Islamic Banking and Insurance (IIIBI), London, UK

Feb 1996 - May 1999
MBA with honors
Illinois Institute of Tech., Stuart School of Business, Chicago, Illinois
http://www.stuart.iit.edu/

- **Major Specialization** in Management of Information Services
- **Second specialization** in Network Management and Telecommun. Law
- Graduated with Honors and Cumulative GPA 3.91 out of 4.0

Sept 1993 - Aug 1995
Bachelor of Science Degree
East-West University, Chicago, Illinois
http://www.eastwest.edu

- Specialized in Electronics Engineering Technology
- On Dean's List (Honors) continuously from entry to exit, with 4.0 GPA

Jan 1992 - Aug,1993
Commenced Bachelor of Science Degree
American University in Cairo, Cairo, Egypt http://www.aucegypt.edu/

- Started Bachelor's program specializing in Chemistry
- Transferred to East West University in Chicago, after completion of courses (GPA 3.22)

- Routinely **ran advertising** campaigns and CIS **branding** to attract more students to the program using print, social media and awareness events.
- *Achieved highest number of students' entry into the CIS program (over 75 in one semester)*
- Guided students to go abroad **internationally** for exchange and summer abroad courses. *Successfully sent 8 students to the USA, UK and Scotland*

Partnerships and Alliances

- Fostered **relationships** and long-lasting **partnerships** with several external entities and organizations such as Ankaboot, IEEE, BCS, Microsoft, Oracle, Cisco, CompTIA, IBM, SAP, ECCouncil, CIPS, ABET and others
- **Increased customer value** and **alliance success rates** by collaborating with local and international colleges and universities to provide special courses and programs for students
- Provided faculty and students with certification discounts, free or reduced fees training and other benefits

FACULTY   2004 – 2008 (4 years)

Higher Colleges of Technology
Abu Dhabi and Ras Al Khaimah, UAE

Courses taught (and continue to teach) include

IT and Computer Science courses	Business and Management courses
IT Strategy & Governance	Project Management
Cybersecurity	Innovation and Entrepreneurship
Digital Forensics	Business Law
Cyber Law and Ethics	Fundamentals of Leadership
Cryptography	Organizational Behavior
Business Continuity Planning	Leadership Communication
Incidence Response and Disaster Recovery	Management of Information Systems
Systems Analysis & Design	Introduction to Management
Hardware and Computer Repair	Marketing Principles
Introduction to Networking	Time Management
Intrusion Detection	Planning and Setting Goals
Cloud Computing	Globalization & Social Media
Database Management Systems	Tourism and Leisure
Certification courses – CompTIA, CCNA, ECCouncil, FTK	International Studies

SYSTEMS ENGINEER/PROJECT MANAGER   2002 – 2004 (2 years)

Archipelago, LLC (NYSE EuroNext Group)
Chicago, Illinois, USA

- Monitored servers and trading applications running on them throughout the trading day using Network Management tools. Monitored all emails going in and out of the company
- Created, modified and implemented security and **IT policies** for users; provided training support; updated technical manuals
- Part of the team that developed **Business Contingency Plans** (BCP) and validation methodology to ensure the ability to recover, in the event of an unforeseen disruption to facilities, systems, servers or applications
- Oversaw Operating Systems, software patch security, antivirus, email security, spam file attachment security on the network
- Built, configured, administered and maintained network server hardware, operating systems racks and communication links
- Provided technical expertise and support to network users; worked with programmers to resolve problems
- Rolled out Enterprise level IT software and applications

IT MANAGER / SENIOR NETWORK ENGINEER   2000 – 2002 (2 years)

MDNH Partners/Market Liquidity Network
Chicago, Illinois, USA

- Designed, developed and maintained a robust web and network capability necessary to support trading activities across the Chicago Board of Exchange and other US stock exchanges

- Managed and oversaw all IT projects and budgets (*up to $2 million – hardware and software*); laid out policies and procedures for the IT environment
- Formulated budget forecasts on a semi-annual basis for all IT projects and equipment, *a $6 million capitalized firm*
- **Planned strategies** and designed methodologies to tackle the technology requirements for a startup
- Oversaw the deployment and administration of the network including servers, racks, cabling, routers, switches and firewalls
- Used extensive Workflow systems to roll out companywide software programs such as Windows and Exchange migrations

PROFESSIONAL MEMBERSHIPS

American Society for Quality member. https://asq.org/	
Global Association of Risk Professionals Affiliate member. http://www.garp.org/	
Information Systems Audit and Control Association (ISACA) Professional. https://www.isaca.org/	
ISC2 Organization Associate. https://www.isc2.org/	
British Computer Society Member. http://www.bcs.org/	
Cisco Networking Academy Member. http:///www.netacad.com	
Information Systems Security Association. http://www.issa.org/	
CompTIA IT Professional membership. http://www.comptia.org/	
Beta Gamma Sigma, honor society for Business Colleges. http://www.betagammasigma.org/	
IEEE Computer Society. http://www.ieee.org/index.html	
International Institute of Islamic Business and Finance. (IIIBF) Member. http://www.iiibf.org/	

PART TIME EMPLOYMENT

- **Nov 2016**
  Collaborated to develop a parking lot mobile app. for the Ministry of Interior
- **2015 -present**
  Co-founded Dallas General Trading LLC company – exclusive distributor for three bodybuilding protein supplements:

Healthy N Fit (USA)	SynTech Nutrition (Belg.)	BeSports Nutrition (Belg.)

- **Sep 2001 – Apr 2002**
  Online Instructor
  University of Phoenix (UOP), Online Campus, USA
- **Sep 2000 – Jan 2004**
  Adjunct Professor
  Inf. Tech. Management Degree prog. Illinois Institute of Technology (IIT)
- **Aug 1999 – Jan 2001**
  Technical Training Director/Curriculum Developer at Illinois College of Technology, Chicago, Illinois
- **Apr 1999 – Aug 1999**
  Adjunct Professor and Recruiter
  East West University, Computer Science Dept., Chicago, IL, USA
- **Feb 1995 – Sep 1998**
  Instructor at Taylor Business Institute in Chicago, IL, USA

LANGUAGES I SPEAK

HOBBIES AND INTERESTS

- Offer workshops to community professionals in leadership, change and time management, goal setting, conflict resolution, motivation and emotional intelligence
- Archaeology; traveling to ancient sites
- Stamp and coin collecting