

# Joe Fakhry .:

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## Summary

More than 10 years of client support and business consultancy in [USA](#) and [Canada](#) including working with world-class retailers in planning, analyzing, and managing international software retail design systems with high quality assurance and control.

- + Wide experience in the North American Retail Market
- + Managed projects with an average budget of 8 Million dollars.
- + Managed and lead the Go-Live implementation, maintenance and support of many projects at [North America Headquarters](#).
- + Received many letters of appreciation from the clients for leadership and project management
- + Ability to lead project life cycle: Project Launch, Target Definition, Detailed Specification, Execution and Delivery
- + Ability to manage fast-paced environments, milestones and deadlines efficiently
- + Practical knowledge of Agile and Waterfall project methodologies

## Skills and Abilities

- + Problem Solving and Goal Oriented
- + Team Building and Mentoring
- + Planning and Resource Allocation
- + Software Quality Assurance (SQA)
- + Analysis and Feasibility Studies
- + Project and Account Management
- + Product Development and Marketing
- + Client Contact Liaison
- + Communication and Interpersonal skills
- + Leadership and Management skills
- + Trilingual: English, French, Arabic (speaking, reading and writing)

## Specialties

**Retail Business:** Retail Operations and Replenishment, GDSN & Vendor Portal, Supply Chain Management, Marketing and Customer Management, Product Lifecycle Management, Retail Master Data Management, Retail Price Management, Category Management, Assortment and Store Space Management, Retail Analytics and Forecasting.

## Projects

- + **CVS Health:** [Woonsocket, RI, USA](#)
  - Fortune Global 500: Ranked 18<sup>th</sup> by revenue in 2016 worldwide
  - Fortune 500: Ranked 7<sup>th</sup> by revenue in 2016 in USA
  - Revenue: USD 177.5 Billion (2016)
  - Stores Number: 9600 stores located in 49 States
  - Loyalty Program: 70 million cardholders (largest retail loyalty program in USA)
  - Medical Clinics: Over 1,100 locations in 33 States (largest walk-in medical clinic in USA)

**+ Canadian Tire: [Toronto, ON, Canada](#)**

- Canada's largest retailer
- Revenue: CAD 12.46 Billion (2014)
- Stores Number: 504

**+ Target: [Minneapolis, MN, USA](#)**

- Second largest discount store retailer in USA
- Revenue: USD 69.5 Billion (2016)
- Stores Number: 1,806 (2017)

**Missions and Projects:****August 2007 – Present****IBS Retail DBA Soft Solutions - Valoores**

IBS Retail DBA Soft Solutions is the leading provider of merchandising decision-support and operations execution software for multi-divisional, multi-format retailers of food, non-food and fast-moving consumer goods worldwide.

<http://www.ibs-softsolutions.com/>

<http://www.valoores.com>

**2015 – Present: [Head of North America Operations and Application Delivery](#)****Projects:****CVS Health (Woonsocket, RI, USA) and Canadian Tire (Toronto, ON, Canada)**

- Preparing, approving and signing the Statement of Work (SOW) in coordination with the CEO.
- Leading and managing the merchandising process and the different project applications delivery.
- Managing the Functional and Business planning of the project roadmap.
- Estimating and validating the code development, planning costs, and deliveries deadline.
- Defining and implementing policy of continuous improvement of software, and applications standard, capabilities and behaviors.
- Defining priorities and tasks, and evaluating the implementation quality.
- Coordinating different tasks between Data Modeling, Integration, Development, and Business teams including analysis, development, data integration and quality assurance.
- Approving the assessment and the level of efforts for the ongoing change requests and enhancements.
- Managing the day-to-day operations of the overall projects at the client side.
- Leading the communication and the liaison between the onsite team, the offshore team and the client.

**2012 – 2015: [Business Consultant & Lead Business Analyst:](#)****Projects:****Canadian Tire (Toronto, ON, Canada) and Target (Minneapolis, MN, USA)**

- Client account acting as a liaison and contact between the production laboratory (a.k.a., the lab) and the customer.
- Requirements workshops and analysis, business process description, test cases and functional scenarios validation.
- Information gathering evaluation, business conflict reconciliation, high-level information decomposition into details, client requests assessment and assimilation of true needs.
- Technical vision establishment and tradeoffs analysis between usability and performance needs while collaborating with developers and subject matter experts.
- System and security configuration, parameterization, and customization implementation on different testing environment including DEV, UAT, Sandbox and Production.

- Project deliverables, deadlines, and milestones estimation, coordination and supervision.
- Opportunities identification and maximization to use information and technology to improve product, service and program business processes while working with LAB personnel, business partners and clients.
- Quality Assurance products efficiency, development and implementation of quality procedures and policies.
- Documentation review, analysis and creation of business systems and user needs, including workflow, program functions, user manual, and steps required to develop or modify computer programs.
- Development coordination of all approved versions of business and functional specifications for different applications to ensure business requirements are adequately reflected in technical planning documents.
- Business units' activities and trends analysis and comparison against the service standards and best practices.
- Strategies identification, coordination and implementation to address tactical and strategic goals of product quality and delivery management.
- Pre-sales, Proof of Concepts (POCs), demos, client contact liaison, project accounts and business consultancy.

#### **2011 – 2012: Team Lead:**

- Product development, planning costs and timeline delivery estimation and validation.
- Data gathering, data mapping, and data system integration management and control.
- Business scenario scripts creation, maintenance and validation.
- Project business, operation, and configuration requirement certification.
- Application enhancements of functionalities and capabilities.
- Developing training programs for end users of the software.

#### **2010 – 2011: Head of Hidden Quality Control (HQC):**

- Hidden Quality Control lead and management of the qualification and the certification of the software applications (Master Data Management, Analytics Models Simulator, ibs Assortment, ibs Space Planning, ibs Central, ibs Deals, ibs Pricing, ibs Promotions) using the Automated Test Complete (ATC), the IEInspector HTTP Analyzer, and the HP Load Runner tools.
- Quality Assurance Department training and presentations on HQC tools functional operation.
- Management, supervision and control of the automated tools implemented on four different projects.
- R&D, Database, and Development teams coordination and following up on the benchmark simulation results, code auditing optimization, HTTP/HTTPS real-time traffic gauge, and system load performance output.
- Reporting core engine coordination and follow-up with the Technical and Business Teams about the implementation and the validation of the Business Intelligence & Reporting Tool (BIRT).

#### **2009 – 2010: Project Coordinator:**

- Client training, support and consultancy for both Information System (IS) and Business Teams.
- Project Management of Business Requirements by gathering, writing and updating.
- Application architecture, tool functionalities, and system operation presentations to the end users.
- User Acceptance Testing supervision, qualification and support on Pre-Production environment.
- Change Requests and New Requirements feasibility and Gap/Fit workshop analysis.
- Project life-cycle, work performance, product quality evaluation and optimization.
- Project meeting arrangements, estimation charge contributions and delivery due date planning.
- Data Modeling, Integration, Development, and Business team coordination and delivery management.
- Go-Live (Production) of CVS Health MDM Project lead, organization, implementation and maintenance.

#### **2008: Business Analyst:**

- Business Requirements analysis, solutions design and graphical application architecture.
- Test Cases, User Guides, Info Doc, Business and Configuration Requirements book writing and update.
- System Configuration and application business scenarios creation and certification.
- Business requirements interpretation for Software Developers and Data Integrators.
- Business presentations and training for newcomers.

**2007: Quality Assurance Analyst:**

- Application functionality and performance testing.
- Graphical User Interface operations qualification and certification.
- Quality Management System follow-up of reported bugs and defects.
- Client delivery quality assurance and control.

**Education:**

**Middle East University (MEU)** - Bachelor in Business Administration (BBA) 2003-2007  
Beirut, Lebanon

**Collège des Pères Antonins** - Baccalaureate Degree in Sociology and Economics 2001-2003  
Bsharri, Lebanon

**Volunteer:**

- **2017 – Present:** Member in [Woonsocket Lions Club](#) (District 42) in [Rhode Island, USA](#)
- **2017 – Present:** Member of the Board of Directors in [Lebanese International Business Council](#) (LIBC) and director of [Rhode Island State in USA](#)
- **2017 – Present:** Task Force member in [Moubadarat Wa Kararat](#) a.k.a. "Initiatives and Decisions"; a Lebanese Non-Governmental and Non-Profit organization working on Development, advocacy, and leadership programs.
- **2013 - Present:** Member and Webmaster in [Fakhry Association](#) in Lebanon and Diaspora.

**Achievements & Awards:**

- **2011 – 2013:** Secretary of the Alumni Association of Middle East University (ALAMEU)
- **2012:** Won the Lebanese competition in Backgammon (Plakoto) organized by Rotana Radio
- **2010:** Letter of appreciation from the CVS Health Master Data Management Project Manager for the Go-Live successful implementation of the Vendor Management Project
- **2005 – 2006:** Student Representative in the student association of Middle East University
- **1998 – 2007:** Won in different tournaments and competitions a total of two trophies and 7 medals related to basketball, chess, marathon, high jumping, backgammon and ping pong.
- **1997 – 2007:** Participated in the 1<sup>st</sup> and 2<sup>nd</sup> division of the Lebanese Basketball Championship for more than ten years.
- **1999:** Participated in several music ceremonies (playing guitar) and rewarded in 1999 by “Gibran Khalil Gibran” conservatory for achieving the high grades (first class honors) in music’s theory & harmony courses.

**Hobbies & Activities:**

Sports (Alpine Skiing, Swimming, Basketball, Squash, Ping Pong, Bowling, Jogging, High Jumping)  
Culture and Entertainment (Reading, Classic Guitar, Chess, Backgammon)