

Résumé

Mamdouh TELLO, MA - *Chevening Scholar*

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Canadian Permanent Resident

Resume Keys

Over 15 years of experience in Humanitarian and Development sector, in positions of increasing my career path related to scaling up the agility and management of non-profit and profit sectors, I worked with many movements in 7 countries such as TAG Consultancy, group, RCRC Movement (CRC, SARC, ICRC and QRCs), UN agencies (OCHA, UNFPA, IOM and UNDP) and international Organization (Save the Children and CARE). The streams of my experience in:

- ✓ Program Development and Resource Mobilization.
- ✓ International Development and Recovery.
- ✓ Monitoring and Evaluation
- ✓ CSOs Coordination and Engagement.
- ✓ Grant/ Program Management.
- ✓ Organizational Development Trainer and Coach.
- ✓ Emergency Response and Disaster/Camp management.
- ✓ Conflict Analysis and Resolutions.
- ✓ Fundraising and Proposal Writing.
- ✓ Marketing and CSR Consultancy.
- ✓ Business Agility and Entrepreneurship support in different sectors (canvas templates) .
- ✓ Economic Business Feasibility Study consultancy.
- ✓ ESG and Sustainability for Multi-National Companies.
- ✓ Quality assurance and data analysis.

I equipped myself with high quality education and training from top universities and agencies in world related to development and humanitarian fields and I am certified trainer from SPHERE, CARE, IOM, and IFRC.

EDUCATION

2021 - 2022 University Of East Anglia in the UK (number 1 in the UK for development studies) MA In International Development.

2008 - 2010 University Of Greenwich in the UK - BA In Business Administration (Honours).

2007 - 2008 EDEXCEL & BTEC International in UK Professional Diploma of Business Administration & Management.

2004 - 2007 EDEXCEL International in UK, Higher National Diploma of Business application and computing (E-Commerce)

INTERNATIONAL PROFESSIONAL CERTIFICATES:

- Sep 2017 BTEC Essential Education skills Level 5, **Pearson International**
- May 2015 ToT in Resource Mobilization (Fundraising) , **CARE International**
- Sep 2014 ToT in Quality Assurance and Management , **Sphere Project**
- Nov 2013 International Organizations Management - **UNIVERSITY OF GENEVA'S**
- Sep 2011 to Dec 2011 Course in Certified Business Analysis Professional CBAP, **TAG – Training**
- Jun 2011 Certified in Marketing Management - **London Chamber of Commerce and Industry (LCCI)** Marketing Audit – Marketing Implantation and Evaluation – International Marketing - E-Marketing.
- Sep 2010 to Dec 2010 Project Management Professional PMP from **PMI – New Horizon INT.**

PROFESSIONAL EXPERIENCE:

Apr 2022 – till now

Action for Healthy Communities - Canada

Economic and Entrepreneurship Program Development Coordinator

- Evaluate the program interventions, data analysis and reporting.
- Business Agility: business analysis, program strategy, policies, frameworks, and program implementation process.
- Program development, budgeting, proposal writing and applying for new fund/ grants.
- ESG and sustainability coaching for our clients.
- Manage female entrepreneurs support project and provide business & financing consultancy to entrepreneurs in Canada
- Grant writing & management, Budget control for all program's projects, and financial forecasting.

Sep 2021 - Sep 2022

Chevening Awards - by the UK- FCDO government for international leaders – UK

Chevening Scholar

- Chevening Scholarships are awarded by the UK government - Foreign, Commonwealth and Development Office to develop international leaders by offering to study 1-year master's degree at one of top universities in the UK.
- Scholars are selected based characteristics including leadership potential, networking ability, and having a clear career plan.
- Just 2-3% of applicants are accepted into the programme, making it a very prestigious honour.
- The scholarship included diplomatic seminars, conferences, advocacy for critical issues around the world, Climate change and ESG meeting with the UK foreign leaders to discuss FCDO agenda and academic research.

Oct 2015 - Oct 2021

POINT Organization -Turkey

Co-Founder – Programs Director

- Develop POINT strategies from 2015 until 2023 and programs policies.
- Donor relation, Proposal development and manage the subgrants.
- Manage the Monitoring and Evaluation M&E and information management teams.
- Lead POINT program managers (Early Recovery & livelihoods, Camps Management, Capacity development and Protection).

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Canadian Permanent Resident

- Design income generating project for POINT and Establish new offices in Jordan, Lebanon, Iraq- Erbil, and Yemen.
- Provide consultancy to national and international NGOs related to Project Cycle Management, Sphere & Disaster Management, Organization Management, Monitoring & Evaluation, strategic planning, and Resource Mobilization.

Feb 2015- Oct 2015

CARE International – Turkey

Quality / MEAL (Monitoring, Evaluation, Accountability and Learning) Coordinator

- Co-Lead the Resource Mobilization Committee for CARE-Turkey for Donors mapping & cultivation.
- Develop the MEAL frame-work and tools for CARE-Turkey and Partners.
- Work closely with the partners for M&E activities, accountability, lessons learned, databases, and reports.
- Train partners MEAL staff on the CARE MEAL system and reporting.

Jul 2014 - Feb 2015

In-Green Program (FUNDED BY USAID) - Turkey

Program Operation Manager

- Develop Program Strategy and Program Life Cycle tools & reporting.
- Enhance development policies and coordination with ministries.
- Manage the donor's relations to fund new Projects (UNSAID-OTI, QRCs, and SRTF).
- Mentoring the staff to implement a 6.1 million USD fund (recovery projects and livelihoods).
- Applying the HAP Humanitarian Accountability Partnership principles with our stakeholders and sub-partners.

May 13 – May 2014

Assistance Coordination Unit - Turkey

Senior Project Manager (M&E)

- Restructure the department and update the PMU's strategy include the process and flowchart of work.
- Designing new programs and applying the project life cycle process depends on the donor's interests (French, Italy, DFID, UKAID, EU delegation, Qatar, USAID, Danish Government, GIZ, Trust fund, OTI, and MEPI).
- Coaching the stabilization and development programs manager (Education, Civil Defense, Agriculture, Woman empowerment & children protection, Wash and infrastructure, and Peacebuilding).
- Managing the M&E activities for the department

Jan 13- Apr 13

Qatar Red Crescent QRCS /Turkey

Operation and Logistics Coordinator

- Build and organize all logistics operations for relief and medical programs in Turkey.
- Follow all matters relating to purchase and lease operations for relief and medical programs.
- Prepare a monthly inventory of mission in Turkey.
- Budget for new projects.

Jul 10 – Dec12

Talal Abu-Ghazaleh &Co. Business Consulting (TAG- Consultants)- Syria Office

Economic& Business Consultant

Business Consultant and project coordinator for many projects & studies for several sectors like telecommunication, Real Estate, Shipping, ICT and Datacenter, Education, Tourism and food investment.....Etc.

- Market Studies – Marketing planning – Market research and Strategies- Forecasting supply and demand.
- Economic Feasibility study: Market study and Technical studies.
- Economic and Business Strategies: Business plan development – Evaluate business plans for SMEs —
- Developing Operation Manual for clients in Management and administrative, Project management and valuation - Capabilities assessment - Impact analysis and risk management – administrative manual and ISO9001.
- Coaching and mentoring for Entrepreneurs -projects
- Soft Skills trainer (Communication, Presentation, time management, and negotiation skills....etc)

Business Development Officer

Evaluate the Marketing and Project Operations and apply a new plan for the departments as projects coordinator, my tasks:

- CRM Customer Relationship Management.
- Prepare the Proposals and the Project charter for the new clients.
- Prepare Marketing plans for 3 projects SMEs ICTIDAR, TAGCA (Talal Abu-Ghazaleh Cambridge diploma for ICT skills) and ITAPP (Information Technology Audit Professional Training Program).

Nov 2007- Jan 2010

ICRC (International Committee of Red Cross) Syria Delegation

Communications & Projects Coordinator

FREELANCING & CONSULTANCY EXPERIENCE:

Since 2015 till now Humanitarian affairs and Business development- Free-lancer/Consultant

Canada, Yemen, Turkey, Syria, Dubai, Netherlands, UK, Iraq, and Lebanon.

Jun 2015 – Till now

Quality and Accountability Standards, Sphere Project – Geneva

Provide more than 40 training till now, Customizing Sphere training materials for quality and accountability to Syria Context,.

Apr 2022 – August 2022

SCAN, Syrian Charities and Associations Network - UK

Consultant to support SCAN's diaspora members in the UK in international development capacity building and networking.

Mar 2022 - Apr 2022

Trafalgar Leadership Consultancy company – UK

Organization Development and stakeholder engagement Trainer for NGOs and NPOs in KSA.

Oct 2021 - Nov 2021

University of East Anglia UEA – UK

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Humanitarian context trainer for postgraduate students at International Development School at the University.

Jun 2021 - Sep 2021

CSOs Strategic planning and governance consultant/trainer in Iraq.

Innovation consulting and solutions – UK

Sep 2020 - Oct 2020

Income generating and business development consultant for NGOs in Turkey, Iraq and Yemen

Islamic Relief – Humanitarian Academy for Development HAD – UK

Sep 2019

Provide Camp Coordination Camp Management CCCM training

IOM and CCCM Cluster – Turkey

Oct 2017 - Sep 2018

Resource Mobilization and business development consultant

Free Press Unlimited FPU- Netherlands

Nov 2015 - Jan 2016

M&E Field Coordinator/ Trainer

IBTCI – USA

May 2014 - Jul 2014

Organization strategy management and Project life Cycle Consultant

Al-Sham Foundation in Turkey

Dec 2011-Feb 2012

Freelance Marketing Manager

Alissar Event Management – Dubai UAE

Mar 2010 - Jun 2010

Public relation and Communication free-lancer

Light and Flower Association for cerebral palsy – Syria

Jan 2010 - Mar 2010

Marketing Research Study

Zahraa Factory for Furniture – Syria

CAPACITY DEVELOPMENT EXPERINCES

- Provide NGOs governance strategies development training, and enable more than 15 NGOs in developing strategies
- 6 trainings for Resource Mobilization and proposal writing
- Small business development trainer.
- Project Management and proposal development. Certified trainer from Talal Abu Ghazaleh in SME 2010 (15 training)
- Organization Management and development (4 training)
- Marketing Management. (10 training) more than 5 consultancy

VOLUNTARY & INTERN WORK EXPERIENCE

Jun 2022 – Till now

Volunteer, working in developing guide for sustainable services

Canadian Red Cross

COURSES:

- | | |
|--|---|
| • Gender in Emergencies | CARE Turkey |
| • Gender based needs assessment | CARE Turkey |
| • Grants Management and Donor relation | Mango Training international UK–Turkey 2013 |
| • Budgeting for Project Proposal | Mango Training international UK–Turkey 2013 |
| • Marketing planning and strategies | SEBC with EU 2010 |
| • Feasibility Study (Business plan) | ALMASAR Center 2006 |
| • Monitoring and Evaluation | British Red Cross & Syria Red Crescent 2009 |

PUBLICATIONS AND REPORTS:

- Strategic planning tools to mitigate the Covid-19 impact for NGOs 2020
- Developing Monitoring and Evaluation strategy 2013
- Developing the project life cycle polices 2014
- Macro-economy report of Syria 2010 and 2012
- Business Model for capabilities assessment 2012
- Micro-Economy report of IT & Telecommunication sector in Syria 2012
- Business Model for SMEs Mentoring and coaching 2012
- Micro-economy report of the education sector in Syria 2011
- Micro-Economy report of the Shipment sector in Syria 2011
- Guideline for how to make business plan and marketing strategy 2010
- Micro-Economy report of the tourism sector in Syria 2010

LANGUAGES:

Arabic: Mother Language.

English: proficient

French: Beginner

Turkish: Beginner

COMPUTER SKILLS

- Web site design (HTML, Front page, Dream Waver, and mySQL). SBS center.
- Photoshop and image ready.
- VBA (Visual Basic for Application with Database) + Visual Basic 6 - SQL and Access (Query).

REFERENCES:

Ready upon your request