

## Mamdouh TELLO

Cell: +90 53 77 82 2576

E-Mail: [Mamdohtello@gmail.com](mailto:Mamdohtello@gmail.com)

Turkey Work Permit Residency Number:442807

### PROFILE KEYS

Over my years of experience in MENA zone, in positions of increasing responsibility related to the development and management of non-governmental and profit sectors, I developed my skills and knowledge as the following:

- Proven success in:
  - ✓ Organization Capacity Assessment and Development
  - ✓ Disaster Management and risk reduction.
  - ✓ Developing Business Case and Business Development.
  - ✓ Conducting management & business consulting.
  - ✓ Developing emergency response strategies and program design.
  - ✓ Coordinating multi-sectorial, inter-agency rapid researches and needs assessments.
  - ✓ Using quantitative and qualitative data collection and analysis tools and methods.
  - ✓ Carrying out program Quality and MEAL (Monitoring, evaluation, accountability and Learning).
  - ✓ Producing and implementing program and project management methods and tools.
  - ✓ Applying project cycle management methods, logical framework analysis.
  - ✓ Developing economic & marketing strategies.
  - ✓ Trouble-shooting in programme management.
- Excellent inter-personal, inter-cultural and communication skills
- Excellent analytical and drafting skills
- Team player, Motivator
- Imparting training related to: SPHERE project, Marketing and business developing, Emergency/disaster preparedness, grant management, policy procedures, administrative and logistical support, Project Cycle Management, and Resource Mobilization fundraising.

### EDUCATION

#### Spring 2010 University Of Greenwich in UK - BA In Business Administration (Honours)

Specialization: Marketing and Small Business Development

Graduation project E-Business Development on Human Resource Management.

#### Spring 2007 – March 2008 EDEXCEL & BETEC International in UK Professional Diploma of Business Administration & Management.

Some of important Course (HR, Working with Leading People, Financial Management)

#### Spring 2004 – April 2007 EDEXCEL International in UK & Syrian Virtual University SVU: Higher National Diploma of Business application and computing (E-Commerce)

Some of important Courses (E-marketing, Integrate Marketing Communication, Communication Plan, Website Design , Data Handling Analysis, E-commerce Studies)

### INTERNATIONAL PROFESSIONAL CERTIFICATES:

- May 2015 ToT in Resource Mobilization (Fundraising) , **CARE International**
- August 2014 ToT course - Certified Sphere Project Trainer, **Sphere project**
- May 2014, Until Now The Changing Global Order, **Universiteit Leiden**
- November 2013 International Organizations Management - **UNIVERSITY OF GENEVA'S**
- September 2011 to December 2011 Course in Certified Business Analysis Professional CBAP, **TAG - Training**
- June 2011 Certified in Marketing Management and Audit level 3 **from London Chamber of Commerce and Industry (LCCI)** Marketing Audit – Marketing Implantation and Evaluation – International Marketing - E-Marketing.
- September 2010 to December 2010 Project Management Professional PMP from **PMI -- New Horizon INT.**

### TRAINING EXPERINCES

- Providing more than 42 training related to Humanitarian and operational training for NGOs.
- Customizing SPHERE project standers for Syria Context and Providing 3 trainings for Syrian NGOs and 1 ToT 2015.
- Resource Mobilization and donor relation. Certified from CARE international 2015.
- Project Management. Certified trainer from Talal Abu Ghazaleh in SME 2010
- Organization Management and development. Certified trainer from Talal Abu Ghazaleh in SME 2010
- Marketing and Communication Management. Certified from LCCI 2010
- Disaster Management & Sphere Project. Certified Trainer from IFRC and Sphere 2007

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### PROFESSIONAL EXPERIENCE:

#### **May 2014 until Now**

##### ***Co-Founder/Portfolio Manager***

##### ***POINT Society for NGO Consultancy & Peace-building -Turkey***

- Member in board of directors.
- Develop POINT society strategy and structure.
- Develop the internal polices for Point (Monitoring and evaluation and Project Management system)
- Managing the Sub – grants from our partners and donor relation.
- Supervising the programs and quality teams.
- Submitting the proposal for INGOs and Donors.
- Supervising community based and camp management program
- Design and Conduct Training in Project Cycle Management, Sphere & Disaster Management, Organization Management, Monitoring & Evaluation and Resource Mobilization for NGOs.
- Managing the Organization Development Consultancy Program: Working with our INGOs partner to conduct Organization Capacity Assessment OCA, Organization Capacity Development OCD, Developing Local NGO to work within the humanitarian standers, Design Strategies, Structure, polices and workflow chart process.
- Developing training program framework.
- Developing OCD program framework.

#### **Feb 2015 Oct 2015**

##### ***Quality / MEAL (Monitoring, Evaluation, Accountability and Learning) Coordinator CARE International – Turkey***

- Lead the Resource Mobilization Community for CARE-Turkey for Donors mapping & cultivation.
- Develop the MEAL work flow chart for cross border Program.
- Develop the MEAL frame-work and tools for CARE-Turkey, and for Partners.
- Defining the roles and responsibilities of MEAL department in coordination with Program Department.
- Introducing Sphere HAP, CHS and HAF principles.
- Working closely with Program Managers and Quality Manager to increase the quality of project.
- Developing the Templates and Data-Bases.
- Develop the log-frame for project and identifying the indicators for projects.
- Needs Assessment for cross border projects and designing the MEAL plan for new projects.
- Work closely with the partners for M&E activities, accountability, lessons learned, databases and reports.
- Participate in designing and execution of specific studies, assessments and learning.
- Train and capacity building for MEAL staff at the partners.
- Participating OCHA working groups (Needs assessment, SAMI, STIMA and HTAU).
- Co-lead the M&E working group in the South of Turkey.
- Writing the Situation report and fill the 3Ws and 4Ws databases.

#### **July 2014 until Feb 2015**

##### ***Organization Management and Project life Cycle Consultant***

##### ***In-Green Program (FUNDED BY USAID) - Turkey***

- Conduct the Program Strategy and Design In-Green Program Life Cycle.
- Design the work-flow chart for all department and define the ToRs
- Conducting the In-Green Program - Early Recovery Mechanism and the coordination clusters.
- Write the work plan with department's Managers and design the papers work.
- Manager the donors relations to fund new Projects (OTI,QRCs and SRTF).
- Hiring and selection the staff according to Program Structure (Projects, Grants and M&E staff).
- Mentoring and coaching the Project & Grant staff.
- Applying the HAP principles.
- Design the databases and the reporting frequency.

#### **May 2014 End of July 2014**

##### ***Organization management and Project life Cycle Consultant***

##### ***Al-Sham Foundation in Turkey***

- Design new strategy for the NGO to lunch its work in Turkey including (Vision, Mission Objectives, Structure, and Methodology of work, Process and Activities plan with the timetable.)
- Design Project Life Cycle for 3 types of work in Turkey
- Design all the working papers that support the Project Life Cycle.

#### **May 13 – May 2014**

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### **Senior Project Manager**

**Assistance Coordination Unit - Turkey**

- Managed and lead the PMU(Project Management Unit) team to achieve the goal of department (10 employees)
- Fact evaluation and fast temporary plan for department.
- Restructure the department and update the PMU's strategy include the process and flowchart of work.
- Designing new programs and applying the process of project life cycle depends on the donors 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).
- Preparing all the reports related PMU

### **Monitoring &Evaluation Manager**

**Assistance Coordination Unit - Turkey**

- Build up the monitoring and evaluation department within the Donor Relation Unit, in coordination with one of top5 consultant in worldwide for the humanitarian work (Wolfgang Greemann) and write the strategy and all the supporting documents.
- Lead the Monitoring and evaluation team and supporting them with updated training
- Write the proposals and log-frame & project description document for each project
- Prepare the monitoring and evaluation plan for the projects
- Impact evaluation for the projects
- write monitoring progress report and the final evaluation report
- Follow all matters relating to Donor relation.

**Contingency plan** for Syria for all cities in Syria to response as humanitarian needs to the most emergency cases that Syria will faced in 2013 in coordination with OCHA and WFP Turkey.

### **Jan 13- Apr 13**

#### **Operation and Logistics Coordinator**

**Qatar Red Crescent QRCS /Turkey Delegation**

- Build and organize all logistics operations for relief and medical programs in Turkey, and make sure their file is complete from logistics forms.
- Focal Point From QRCS to contact with IHH and Turkish Red Crescent organization
- Follow all matters relating to purchase and lease operations for relief and medical programs.
- Prepare a monthly inventory of all materials, furniture and equipment for the Qatari Red Crescent mission in Turkey.
- Prepare periodic reports on all logistics business by the Qatar Red Crescent in Turkey.
- Fixed assets report for QRCS projects with cost and the proportion of consumption
- Budget for new projects.

### **July 10 – Dec12**

#### **Economic Business Consultant**

**Talal Abu-Ghazaleh &Co. Consulting (TAG- Consultants)**

Business Consultant and project coordinator for many projects & studies for several sectors like telecommunication, Real Estate, Shipping, ICT and Data center, 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 — Operation Manual.
- 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/marketing officer**

Make evaluate for departments (Marketing and Project Operations) and make new developments plan for the departments and apply it 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).

### **March 10- July 10**

#### **Project Team Member Presenter**

**UNFPA and Syrian Commission for Family Affairs (SCFA)**

- The Project was to discuss Syrian Youth Problems with Syrian Parliament and international UN&UNFPA Executive Board.

### **Nov 07- Jan 10**

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**Communications & Projects Coordinator ICRC (International Committee of Red Cross) Damascus Delegation & Syrian Arab Red Crescent (SARC) Headquarter**

- Trainer Media and Communication.
- Make manual for the new logo for SARC and how you can use it.
- Make an external campaign for the new SARC logo and Website.
- The communication officer for some big events like the Gaza Campaign – 8th of May – the sixth conference in MENA zone for Red Crescent and Red Cross societies.
- Create national working group in Communication from random branches.
- Make the international campaign here in Syria "Our World – Your Move".
- Organize events for 8th may the international day for Red Cross and Red Crescent.
- Achieve good network with media agencies (newspapers-websites-T.Vs-Radios).
- Work with the social media (Facebook – twitter-YouTube ..... etc).

**Head of Two communications Projects For SARC ICRC (International Committee of Red Cross) Damascus Delegation**

- The Foundation Of National SARC Website [www.sarc.sy](http://www.sarc.sy)
- New Logo and Emblem project for SARC

**Dec 11-Feb 12**

**Freelance Marketing Manager**

**Alissar Event Management – Dubai UAE**

- Build the Sales and Marketing Department
- Create good relation with 5 stars Hotels and Travel Agencies in Dubai
- Open new market for the Company.

### **COURSES AND CAMPS:**

- |   |   |
|---|---|
| • Gender and protection in emergency                        | CARE international 2015                     |
| • Managing people and projects within emergencies           | Redr&DIFD Turkey 2014                       |
| • Grants Management and Donor relation                      | Mango Training international UK–Turkey 2013 |
| • Budgeting for Project Proposal                            | Mango Training international UK–Turkey 2013 |
| • International disaster response law, rules and principles | IFRC Learning Platform 2013                 |
| • Volunteering Basic Course                                 | IFRC Learning Platform 2013                 |
| • Safer Access  | IFRC &SARC 2011                             |
| • Disaster Risk Reduction Basic and Advanced                | IFRC &SARC 2008                             |
| • Marketing planning and strategies                         | SEBC with EU 2010                           |
| • Communication Skills                                      | SEBC with EU 2010                           |
| • Communications and Media (Basic Course)                   | SARC 2009                                   |
| • National Introduction Team NIT for Disaster response      | SARC 2009 Camp                              |
| • First aid and Disaster Management within Armed conflicts  | ICRC & SARC 2008 & 2009 Camp                |
| • TOT Disaster management and presentation Skills           | IFRC & SARC 2008                            |
| • Advanced Course in Disaster Management and response       | SARC 2009 Camp                              |
| • Media and Communication Course                            | Training institute for Media ministry 2009  |
| • Project Planning Monitoring and Evaluation course         | SARC & British Red Cross 2008               |
| • Disaster Risk Reduction Basic and Advanced                | IFRC &SARC 2008                             |
| • Disaster Management and SPHER Standers                    | IFRC & SARC 2007                            |
| • Communication and Public Relations Skills                 | Unlimited Horizon Center 2007               |
| • Foundation of NLP course                                  | Unlimited Horizon Center 2007.              |
| • Project Planning Process (PPP) course                     | SARC 2007                                   |
| • International Humanitarian Law IHL                        | SARC 2007                                   |
| • Feasibility Study (Business plan)                         | ALMASAR Center 2006                         |
| • English Business Communication & letters                  | Higher institute of Business Administration |

### **VOLUNTARY EXPERIENCE**

**Syrian Arab Red Crescent:**

- Volunteer since 2004
- Member in admin Board for Youth Committee (2008-2009).
- Disaster Management Coordinator 2008 – 2009.
- Member in National Working Group for Disaster Risk Reduction.
- Certified Disaster Management Trainer (SPHER Standers) 2009 until now from IFRC and Sphere.

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- First Aider squads' member
- Member in NIT (National introduction team) Disaster Management
- Participated in Syrian Red Crescent response to:
  - Response to Lebanon Crisis 2006
  - Iraqis refugees projects
  - War on Gaza revolution 2009-2010
  - Syria Crisis 2011 – 2013
- HR officer (evaluation and mentoring department)

### **Syria Trust – SHABAB Program –Entrepreneurs Space Project2010 and 2011 Project Manager(Volunteering work)**

The objective of Project is to help the Entrepreneurs to find new channels to promote them Business and make networks with businessmen plus small exhibition to all Entrepreneurs by conference each 2 months

### **PUBLICATIONS AND REPORTS:**

- MEAL framework for NGO 2015
- Developing the project life cycle polices for NGO 2014
- Camp Monitoring Support Strategy 2013
- Food Security Assessment Methodology 2013
- Strategy for Monitoring and evaluation for NGO work 2013
- 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
- Market Study for Postal Sector of Syria and for many sectors in Syria 2011
- Guideline for how to make business plan and marketing strategy 2010
- Micro-Economy report of the tourism sector in Syria 2010
- Guideline for how to use the Logo for Syrian Arab Red Crescent 2009

### **LANGUAGES:**

**Arabic:** Mother Language.

**English:** proficient

**French:** Beginner

### **COPMUTER SKILLS**

- MS Office (Access Expert, Excel Expert, Power Point Expert, Word Expert, Ms Project, Ms Visio), New Horizons and SBS center.
- Web site design (HTML, Front page, Dream Waver, and mySQL). SBS center.
- Photoshop and image ready.
- CIW foundation.
- VBA (Visual Basic for Application with Database) + Visual Basic 6 - SQL and Access (Query).

### **REFERENCES:**

Ready upon your request