

Dr. Raed Omar Sbeit



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Experienced Professor

A professor with 15 years of professional corporate real world experience coupled with a passion to teach graduate programs. Rated as an effective teacher by student's surveys. Energetic, entrepreneurial professional with a penchant for measuring the impact of marketing dollars, and improving returns. Technically savvy leader, using both insight and creativity to turn data analysis into meaningful reports that provide guidance on what works, what doesn't work, and what might work that hasn't been thought of yet.

Areas of Teaching Expertise: Information Systems, Telecommunications, Networking, Cyber Security, Preventing and Auditing Cyber Security threats, Project / Program management, Information Technology, Release Management, Change Management, Customer and Consumer Data Analysis, Industry Analysis, Product Development, Customer Retention, Business Intelligence, High-Impact Presentations, Vendor Management, Quality Management, Construction Management, Statics, Technology Innovation

PROFESSIONAL EXPERIENCE

University of Maryland University College, Online Teaching

Adjunct Professor Dec 2011 – Present
Cybersecurity Technology Program - Graduate School

- ◆ Taught Online Courses in Cyber security - Monitoring, Auditing, Intrusion Detection, Intrusion Prevention, and Penetration Testing Course
- ◆ Rated as an overall effective teacher

University of North Texas, Denton TX

Adjunct Professor Sept 2010 – December 2012
Engineering Management Program – Graduate School

- ◆ Taught Courses in Analytical Methods for Engineers, New Product Design and Development, Technology Innovations and Product Reliability and Quality
- ◆ Rated as an overall effective teacher

Lecturer Fall 2009 – Sept 2010
Engineering Technology Program

- ◆ Taught courses in Quality Assurance, Problems in Construction Management, Product Quality and Reliability, Statics, Mechanics of Materials and Professional Presentations.
- ◆ Rated as an overall effective teacher

Verizon
1999 to Present

Senior Process Engineering - Verizon Lean Six Sigma

- ◆ A Verizon Lean Six Sigma Black belt Senior process engineer. VZ Change Agent to improve our customer experience. Identifying pots of gold across our business and acting on these opportunities for process improvement for Verizon. Working on a Verizon Lean Six Sigma program designed to improve the value Verizon delivers to customers, employees and shareowners by identifying and implementing process improvements that will create a more efficient, effective and agile company.

***IT Technical Release Program Manager
VITL Release Packaging Team Lead***

- ◆ **Lead for providing flawless final Release Notes documentation for 514 Verizon applications sold to Frontier;** by working as a critical PM lead to successfully solve Frontier complaints to Verizon CIO by being an advocate and enforcer of the new Release Packaging standardization process.
- ◆ **Tracked and Measured the release notes “commercializing” requirement to ensure Frontier did not receive any Verizon proprietary information or marketing strategies;** by staying on top of deliverables and achieving results that are 100% defect-free release note artifacts since Feb 2011, a great contribution to Verizon / Frontier SLA.
- ◆ **Managed the delivery of the Frontier releases for 500 + applications;** Manage projects with budgets exceeding 90 million dollars per year. Managed the development of a new bundling infrastructure for Verizon’s services. Provide leadership and guidance on resource management, capacity planning, business case planning, and risk management to ensure team, program and operational efficiency
- ◆ **Manage globally diverse team (US multiple locations and India) with a headcount totaling 45 resources;** Develop and presents progress reports to senior executives and vice presidents. Create project metrics and risk mitigations. Conduct feasibility studies and select IT projects to carry out yielding the highest ROI. Assisted with business case reviews by recommending synergy opportunities. Motivate and influence others by communicating effectively and encouraging collaboration and teamwork

Lead IT Project Manager 1999 – 2010

- ◆ **COFEE Center Support Lead responsible to ensure COFEE releases usability in the call centers.**
- ◆ **Lead the building of an Order Management & Billing Fallout process for FTTP Video through partnering with our Business clients and Center such as SRC and FSC;** Lead Retail IT Coordination for Video FOA East project with very aggressive timelines. Delivered a VZ.com customer care online system (EREPAIR) mainly on the middle ware component built on .NET technologies and bridged to CORBA backend services and delivering a XML object to an ASP frontend. Delivered a customer care online system (EREPAIR) mainly on the middle ware component COM object built on ATL technology and bridged to CORBA backend services and delivering a XML object to an ASP frontend. A trouble tracking system (COTTS) for customer care centers using Visual Basic (GUI), CORBA and C++ (COM).
- ◆ **Developed a secured interface gateway system (SIGS) for an Open Market Transition (Telecom Act 96) business solution using C++ and INFORMIX. Developed a workflow management system (NxTrack) for ADSL products using Visual Basic (GUI and COM) and Microsoft Visio and Oracle DB;** Developed an ordering system (Cxorder) for complex markets products using Visual Basic (GUI and COM) and Oracle DB. Developed a personal communication center (PCC) for redirecting different communication means into each other (pager, cell, email, phone) using Visual Basic (GUI and COM) and ORACLE DB.

ACADEMIC QUALIFICATIONS

DE, Doctor in Engineering Management, Southern Methodist University, Engineering Management, Dallas, TX, 2008
3.7 GPA ◆ Thesis: “Telecom Mergers, Technological & Economical Impacts”, Verizon as a Case Study ◆

Executive Education, Southern Methodist University, Cox School of Business, Dallas, TX, 2005
Leadership ◆ Finance and Accounting ◆ Management ◆ Negotiation ◆

MS, Software Engineering, Southern Methodist University, Computer Engineering, Dallas, TX, 2003
3.8 GPA ♦ Honor Roll Student ♦

BE, Mechanical Engineering, American University of Beirut, Beirut, Lebanon, 1998
3.8 GPA ♦ Honor Roll Student ♦

Professional
Affiliations &
Publications

- ♦ INCOSE – International Consortium of Systems Engineer - University Outreach Director –2011 - 2012
- ♦ ASEE – American Society of Engineering Education – Member, 2010 – Now
- ♦ The Author of "Telecom Mergers Economical and Technological Effects, Verizon As Case Study", VDM Verlag Dr. Müller (November 27, 2008). ISBN: 3639107292. - Dr Raed Omar Sbeit

Voluntary
Experience

- ♦ Volunteered in Verizon Volunteer Partner in Education to tutor kids in Irving School District.
- ♦ Volunteered as a Judge for SACNAS graduate research poster design competition.
- ♦ Volunteered as a Judge for DC BEST High School Robot design competition.
- ♦ Founded the Boys Scout Master Troop 2053 in Irving.
- ♦ Founded the Verizon Technology Seminars for Boys and Girls Club in Greater Dallas Area. The class was to teach staff and Kids on Basic computer skills.

Honors & Awards

- ♦ 2011 Verizon Individual Leadership Achievement Award
- ♦ 2009 Verizon 10 years of Service Award
- ♦ 2006 Verizon Excellence Award as part of Video FOA Retail IT Team.
- ♦ 2005 Verizon CIO Judy Splitz FTTP IT Outstanding Achievement Award.
- ♦ 2003 Verizon Individual Excellence Award
- ♦ 2001 - Verizon E-Commerce Excellence Award

References

- ♦ Dr. Nourredine Boubekri, Chair & Professor, Nourredine.Boubekri@unt.edu 9405652022
- ♦ Dr. Stephen Szygenda, SMU Chair & Professor, szygenda@engr.smu.edu 9727417991
- ♦ Dr. James Hinderer, SMU Professor, jhindere@mail.smu.edu 9723447410
- ♦ Dr. Nasser Alaeddine, Senior IT Manager, VZ Nasser.Alaeddine@verizon.com
- ♦ Hassan Hye, Executive Director, Verizon; Hassan.Hye@verizon.com 8134049196

More information and references at: [linkedin.com/in/raedsbeit](https://www.linkedin.com/in/raedsbeit)

Some Recommendations from LinkedIn

"Raed is one of the best managers I had the pleasure to work with at Verizon. His knowledge of technologies and business were unmatched and his ability to combine the two is a huge advantage for any team. He is also one of the smartest people I have worked with, but always worked with people as equals and helped his employees and peers whenever asked. I would welcome the opportunity to work with Raed again."

— **Marc Ross**, Director of Delivery and Practice Management, ADEA / Valtech worked directly with Dr. Raed Omar at Verizon

"Dr. Raed Omar Sbeit has great leadership and communication skills. He is reliable and can get the job done in many areas including teaching and research."

— **Hesham El-Rewini**, Professor and Chair, Southern Methodist University, worked with Dr. Raed Omar at University of North Texas

"I had the pleasure of working with Raed as my manager while employed as a contractor with

Verizon. Raed proved to be very patience and understanding while I was so deeply entrenched in the learning curve of this large organization. He shows complete loyalty to his team and a willingness to listen to any size suggestion. He worked diligently to coordinate a successful team to manage deliverables of a high-profile SLA. It is my opinion that whether you are the employer, or someone who works on his team, Raed will give every project the greatest level of effort. You can count on him to make you proud to be associated with him and his projects."

— **Linda Kirksey**, *Program Manager, Ampcus Inc*, reported to Dr. Raed Omar at Verizon

"Dr. Raed Omar would make a great addition to a management team. He has a tremendous ability to very quickly assimilate and understand the dynamics of a business situation along with the players involved. He is an excellent balance between patient and driven and as a result his team members liked him, respected him and worked hard for him. People with his technical intelligence are usually not "packaged" like he is. He would be a true asset to your team."

— **Bruce King**, *IT Consultant, Verizon Communications*, reported to Dr. Raed Omar at Verizon

"Raed is a great teammate who strives to meet his customer's needs at all times. My team needed better documentation and communication from his organization and he was both eager and willing to greatly improve both in his capacity as team leader. He is a pleasure to work with and I truly respect his abilities and willingness to make my job easier. I look forward to a continuing relationship with Raed and his team."

— **Jim Crosby**, *Release Manager/PMO, Frontier Communications*, worked with Dr. Raed Omar at Verizon

"Raed was critical PM leading to successfully solved Frontier complaints to Verizon CIO by being an advocate and enforcer of the new Release Packaging standardization process. He stays on top of deliverables and our results are 100% defect-free release note artifacts since Feb 2011. Moreover, Raed was highly effective in getting changes made to VITL technical systems that better support Release Packaging needs. Finally Raed was able to rally direct reports and matrix manage resources in a way that both motivated and encouraged."

— **Charles Perry**, *Director - Accounts, Newt Global*, worked directly with Dr. Raed Omar at Verizon

"Dr. Raed is excellent engineer and project manager. He has outstanding track records of delivering highly complex engineering projects on time and within budget. He has high moral character."

— **Anwar Islam, PE**, *Senior Manager, Verizon*, worked with Dr. Raed Omar at Verizon

"As a person who's worked directly with Raed when I was employed by Verizon, I can comment on his work style: Extremely results-oriented, pragmatic, and strategic. Working with him was not only a delight, but an intellectual stimulus. On top of his effectiveness, he's exceptionally easy to get along with; that makes giving him my highest professional recommendations a no-brainer."

— **M. Shahto (Sr. Java/J2EE Developer)**, *Sys Eng IV/Sys Architect, Verizon*, worked with Dr. Raed Omar at Verizon

"I worked with Raed on several projects at Verizon. He brings sincerity, quality and integrity to any project he is associated with. I found Raed to be extremely helpful and a source of encouragement. He is a great person to work with."

— **Saeed Kazi**, *Software Test Engineer, Verizon Data Services*, worked indirectly for Dr. Raed Omar at Verizon

"Very knowledgeable doctor, eager to learn more and to help others learn more. Enthusiastic to help, and amazing intellect, especially in the telecommunications industry."

— **Julianna LaFerney**, *Student, Southern Methodist University*, studied with Dr. Raed Omar at Southern Methodist University

"Dr Raed held always leadership skills & he lead much of the class & social activities in the University. I can't see him but a successful manager & mentor for any task needed especially the difficult ones!"

— **Shawki Fattal**, *Student, American University of Beirut*, studied with Dr. Raed Omar at American University of Beirut

"I went through engineering school with Raed. All through, Raed exemplified candidacy and perseverance to get things done. As a bright, organized and well-spoken go-getter, Raed had the character to lead during various events at the AUB. I am confident that Raed will be successful in everything he does. Aref Abouzahr"

— **Aref Abouzahr, Eng, MBA, PMP**, *Student, American University of Beirut*, studied with Dr. Raed Omar at American University of Beirut

"I worked with Dr. Raed for several years as we both were volunteers with a national non-profit Organization that serve Muslim youth in high school and college. In two of those years, I was the National president and Dr. Raed was the director of our chapter in Dallas, TX. I have communicated frequently with Raed, worked on many projects and campaigns and attended several meetings together. I found Raed to be compassionate, energetic, caring and hard working individual. He is very personable and easy going. He delivers on his promises and is always eager to get in action and make ideas and dreams reality. He is an asset to any organization."

— **Hazem Said**, *Department Head, University of Cincinnati*, managed Dr. Raed Omar at MAS Youth National