

PMO Expert

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Frederic L. Casagrande, PMP®

43 years, French nationality, Divorced, one Child
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Executive Summary

I am a charismatic leader with more than 20 years of experience in Strategic Project, Program & Portfolio Management and setting up PMO's in international fast paced environments. I have a successful track record of transformation projects (post-merger integration) and technology projects (ERP, infrastructure, system integration). I am a team player, always giving the extra mile to achieve objectives and results, extremely passionate about driving organizations towards excellence, bringing shareholder value and enterprise effectiveness through promoting change and improving processes.

Key skills

Leadership & Management

- Natural leadership, empathy with key players at all levels, strong team-building & motivation skills
- Flexibility, adaptability & effective performance within deep changing and fast-paced environments
- Matrix management of cross-functional teams in an international environment to maximize results
- Convincing presentation of ideas & facts to gain commitment, support and influence decisions outcome
- Team player promoting participation, co-operation and information sharing across organizational boundaries
- Procurement & Sourcing (Suppliers Selection & Management, Contracting & Negotiation)
- Knowledge Management & e-learning (Trainings, Conferences and Lectures for 600+ participants)
- P&L responsibility (\$5M+ budgets)
- Business Process Improvement (Lean Six Sigma Green Belt)

Project Management

- Expert in PMO Setup, PMO Management, Governance Definition & Deployment
- Expert in Project (PMBOK® & Prince2®), Program (PMI® & MSP®) and Portfolio (PMI® & MoP®) Management
- Expert in Organizational Project Management Maturity (OPM3®) & Strategic Alignment
- Expert in Communication Management & Stakeholder Management
- Expert in Risk Management & Change Management

Technical Skills

- Expert-level proficiency in the full Microsoft Office productivity suite
- ERP, CRM and Incident Management tools (Prism, Resolve, Siebel, Oracle, SAP)
- Command & Control Systems (C4ISR, NOC/SOC, BMS)
- Web Development (HTML, XHTML, VRML, JavaScript, PHP, Perl, CSS, XML, RSS)
- Service Oriented Architecture (SOA), Enterprise Architecture Integration (EAI), Enterprise Service Bus (ESB)
- Network Infrastructure (TCP/IP, SDH, MPLS, Routing) & Databases (MySQL, PG/SQL, Oracle)
- Software Development Lifecycles (Agile, Waterfall)
- IT Service Management (ITIL® V2 & V3)

Professional Certifications

- **Six Sigma Green Belt** – 2015
- **ITIL® V3 Foundation** – 2010
- **PMP®** – 2007

M.Sc. in Management, Marketing & International Business

- **2005, Graduate School of Management of Strasbourg (Strasbourg, France)**

Languages

- French (mother tongue) / English (fluent) / German (fluent)

Professional Experience

PMO Manager

Nawah Energy Company – Abu Dhabi (UAE) – Since May 2016

Nawah is the newly formed operating company of Emirates Nuclear Energy Corporation. I was hired back to strengthen the PMO core capabilities (Governance; Framework; Controls & Reporting), as Senior Reporting Specialist, promoted to Head of Program Controls, and then to PMO Manager.

Key Achievements

- Simplified the Project Change Control process and audited all historical changes (2013 to 2016)
- Simplified the Project Reporting Framework

Director of Corporate PMO

Transguard Group – Dubai (UAE) – August 2014 to May 2016

The leading Manpower Outsourcing provider in the MENA region, employing 45'000 staff. I was responsible for the Project, Program & Portfolio Capabilities within the Group.

Key Achievements

- Transformed the PMO from an IT Delivery PMO to a successful Enterprise PMO
- Implemented Risk Management and Change Management
- Established a PM Academy (trained 97 employees and certified 30 project managers)
- Saved 15% on a project portfolio worth AED 18.6M through implementation of PM best practices

PMO Framework Consultant

Emirates Nuclear Energy Corporation – Abu Dhabi (UAE) – May 2014 to August 2014

The UAE government body that builds a four core nuclear power plant with a target of delivering electricity to the UAE grid in 2017. As part of their Operational Readiness Program, I was responsible for setting up the PMO Framework (methodology, governance, tools and templates) for a \$20Bn nuclear build program.

Key Achievements

- Refined the PM Methodology, deploying a repository of new templates
- Mentored and coached key personnel to use PMO assets to improve their PM capability
- Optimized the Project Change Control process to ensure a more controlled project environment

Head of PMO

Emiraje Systems – Abu Dhabi (UAE) – September 2011 to April 2014

A Joint Venture between Emirates Advanced Investments and Airbus Defense established to bring the most advanced Command, Control, Communications, Computers, Intelligence, Surveillance and Reconnaissance (C4ISR) solutions to MENA. I was responsible for Project & Program Management governance, methodology and framework on a \$550M contract; providing Project Managers with tools and shared resources (Risk Managers, Project Controllers; etc.) to manage their activities.

Key Achievements

- Designed & Deployed the PMO process framework (more than 100 process assets) and trained the staff to use them
- Mentored and coached personnel to sit the PMP® exam (30 trainees, 100% success rate)
- Enabled a culture switch to win buy-in from senior stakeholders hostile to a matrix organization
- Established the Project Controls and Financial Controls functions for the company and the program
- Established the Risk Management function and Managed the Risks for the program (\$67M contingencies)

Senior Manager, Standards & Sourcing

Abu Dhabi Airports – Abu Dhabi (UAE) – July 2010 to September 2011

The largest airport operator in the UAE, operating five airports and spanning across all aviation-related activities. I was responsible for driving the technology standardization program; setting up the procurement framework, managing the procurement processes and administering the sourcing agreements for IT.

Key Achievements

- Created & Documented technology standards for all IT building blocks (IP telephony, networking, systems)
- Created & Documented processes for Sourcing, Procurement and Resource Management
- Designed & Deployed the IT Reporting Dashboard for the CEO (templates & processes)
- Drastically reduced the number of pending procurement requests for IT and the time to complete the open requests
- Achieved significant cost reduction through better suppliers relationship management

- Voted “*Team member of the Year*” by peers for 2010
- Appointed “*Green Office Champion*” representing IT in the Corporate & Social Responsibility committees
- Appointed Subject Matter Expert on the PMO Steering Committee

PMO Director

AMER Group – Cairo (Egypt) – June 2009 to June 2010

The Egyptian leader in hospitality. I was responsible for the setup of the PMO for three resorts (Porto Marina, Porto Sokhna and Golf Porto Marina), for formulating and executing the transformation strategy of the organization.

Key Achievements

- Designed & Deployed the Inventory Management System, and the Delivery & Operations Process Framework
- Designed & Deployed a full scale Online Marketing Strategy (Website and Social Networking linked to our back office)
- Managed the Strategic Projects Portfolio (ERP deployment, Fire Control Center, organizational transformation)
- Designed & Deployed a global standardized KPI reporting process and templates
- Mentored other Senior Managers on the use of Project Management best practices
- Formulated a successful strategy and delivered to the board of directors

Head of PMO

Universal Studios Dubailand – Dubai (UAE) – July 2008 to May 2009

A Joint Venture between NBC Universal and Dubai Holding to build the biggest theme park in the Middle East. I was responsible for the setup of the PMO and for the delivery of PMO services: Project, Program & Portfolio Management (Governance, Methodology and Framework); Change Management; Risk Management; Knowledge Management and Software Development.

Key Achievements

- Defined the IT Strategy and conducted interviews with all Head of Departments to identify their needs for IT services, targeting ISO20000 and ISO27001 certifications
- Built the IT Project Portfolio (107 Projects, 11'000 man days of Project Management effort)
- Recruited a team of professionals (9 hires in 3 months)
- Initiated a Project, Program & Portfolio Management Center of Excellence across all Dubai Holding entities
- Member of the Dubailand Business Excellence Council applying the EFQM model for Quality Management

PMO Director

Interoute – Prague (Czech Republic) – June 2007 to June 2008

A key ISP operating 56,000 km of fiber spanning 22 countries, 93 major cities, and supported by 6 Data Centers. I was promoted to setup and head the PMO and define its framework, aligned with PMBOK®.

Key Achievements

- Managed 8 post-M&A Integration, ERP upgrade (Oracle 11i) and CRM upgrade (Siebel 7.8) programs
- Recruited and developed a team of certified Program Management professionals
- Selected & Deployed an Enterprise Project Management solution (Daptiv)
- Developed a Training Plan and mentored Senior Managers through their PMP® certification
- Played an instrumental role in recovering troubled projects and led culture switch through advocacy of best practices

Senior Manager, Service Management

Interoute – Prague (Czech Republic) – September 2006 to June 2007

A key ISP operating 56,000 km of fiber spanning 22 countries, 93 major cities, and supported by 6 Data Centers. I was promoted to head the Service Management function of Interoute, responsible for SLA management of Top Tier customers (50M€+ annual revenue portfolio) and 2nd line Management Escalation.

Key Achievements

- Managed 25 staff across Europe (remote and local, direct and matrix)
- Defined & Deployed a Standardized Service Management Process across 17 countries
- Enabled the measurement of Customer Satisfaction and reached the target set by the board of directors
- Chaired the Service Management Review Committee managing the Top Tier customers list
- Senior member of the Change Control Board

Previous Experiences

Customer Service Manager – Interoute (Geneva, Switzerland) – 2006
Senior Project Manager – Interoute (Geneva, Switzerland) – 2005 to 2006
Senior Consultant – Brainware (Strasbourg, France) – 2003 to 2005
R&D Engineer – COLT Telecommunication (Zürich, Switzerland) – 2000 to 2003
Project Manager & Founding Partner – Morpheus (Strasbourg, France) – 1997 to 2000
Logistics Manager – Leroy-Merlin (Strasbourg, France) – 1996 to 1997
Sales Manager – GeHol (Strasbourg, France) – 1995 to 1996
Pre-Sales Engineer – SBEI France (Strasbourg, France) – 1993 to 1994
Computer Sales Engineer – UCA Rond-Point (Strasbourg, France) – 1992 to 1993

Other

Conferences & Speaking Opportunities

The Big 5 (Keynote Speaker: "*Using budō to win the War for Talent*") – 2015, Dubai, UAE
Dubai International Project Management Forum (Member of the Scientific Committee) – 2015, Dubai, UAE
PMI Afterworks (Program Chair) – 2014, Dubai, UAE
Business Transformation Summit 2014 (Chair & Keynote Speaker: "*Change Ambassadors*") – 2014, Dubai, UAE
PMI Oman PMO Symposium 2014 (Keynote Speaker: "*Features of High Performing PMOs*") – 2014, Muscat, Oman
PMI PMO Symposium 2013 (PMO of the Year Award Judge) – 2013, San Diego, USA
PMI PMO Symposium 2012 (Program Chair) – 2012, Las Vegas, USA
PMI PMO Symposium 2011 (Program Chair) – 2011, Orlando, USA
PMI PMO Symposium 2010 (Panel Host) – 2010, Dallas, USA
Project Risk Management Forum (Speaker: "*Stakeholders Risk Profiling*") – 2008, Prague, Czech Republic

Trainings & Seminars

Program Management & Benefits Realization – 2012, PMI Seminars World (Dubai, UAE)
Process Modeling – 2012, GBTEC (Abu Dhabi, UAE)
IT Cost Saving & Cost Optimization Best Practices – 2011, Zanerva (Dubai, UAE)
Contracting Master Class – 2011, Simmons & Simmons (Abu Dhabi, UAE)
ITIL® V3 Service Transition – 2010, QAI (Abu Dhabi, UAE)
OPM3® Foundation – 2008, PMI (Dubai, UAE)
Enterprise Project & Portfolio Management Capability Assessment – 2008, UMT (Prague, Czech Republic)
Project & Portfolio Management Europe Summit – 2007, Gartner (Prague, Czech Republic)

Volunteering & Hobbies

Vice President of the **Transguard Group Toastmasters® Club** (2015 to 2016)
Vice President of the **PMI® United Arab Emirates Chapter** (2014 to 2015)
Vice President of the **PMI® PMO Community of Practice** (2009 to 2014)
Vice President of the **Strasbourg Graduate School of Management Alumni** (2005 to 2008)
Knight of the **Equestrian Order of the Holy Sepulcher of Jerusalem** (Since 2007)
Member of **Ordre Culinaire International** (Since 2014) & President of the UAE Delegation (Since 2015)
Martial Arts Instructor in **Bujinkan Budō Taijutsu** (Black Belt Since 2015)
Sports (Golf, Squash, Bike, Swimming)
Music (Piano & Keyboards)