

Tarek Al Maraghi

Tarek graduated from the Faculty of Engineering (Electronics), University of Rome in 1992, specializing in information technology. He joined the Cabinet's Information and Decision Support Center (IDSC) as a S/W Engineer where he participated in introducing several new S/W development technologies to governmental information centers. In 1997 he moved to Modern Sciences and Arts University (MSA) as a lab assistant, teaching assistant and finally lecturer, teaching various programming and information technology related courses. He entered the telecommunications field in 1999 by joining Lucent Technologies' customer support department, and later in the same year he joined Mobinil's IT department. Within Mobinil he assumed several responsibilities and roles covering a vast and differentiated scope across IT and Technology domains. From business relationship management, where he was responsible for managing all the business interfaces, he transited to managing IT business analysis, and led the introduction of formal analysis methodologies to the business process. He then assumed the responsibility of Mobinil's corporate solutions development, before starting a career shift to service management in 2006. Working initially in introducing problem management within Technology, he then assumed the responsibility of service management, going through the frameworks of ITIL V2 and later on V3. After a Technology restructuring in 2008, he assumed also the responsibility of performance and process management, and finally ended up in managing the first formal Service Management Office (SMO) across all Mobinil's Technology departments.

Tarek holds an MBA from Maastricht School of Management (MSM) in The Netherlands with focus on information systems management and is a Certified Six Sigma Green Belt (Motorola). He is considered a polyglot, as he can speak 7 different languages with different degrees of fluency