

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, Fundraising and Proposal Writing.
- ✓ Organizational Development Trainer and Coach.
- ✓ Emergency Response and Disaster/Camp management.
- ✓ Conflict Analysis and Resolutions.
- ✓ 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 Foundation**
- Nov 2013, International Organizations Management - **UNIVERSITY OF GENEVA'S**
- Dec 2011, Certified Business Analysis Professional CBAP. **TAG – Training**
- Jun 2011, Certified in Marketing Management - **London Chamber of Commerce and Industry (LCCI)**
- Dec 2010, Project Management Professional PMP from **PMI – New Horizon INT.**

PROFESSIONAL EXPERIENCE:

Aug 2023 – till now

Canadian Red Cross, National Post - Canada

Program Implementation Specialist, Recovery Services – Case Management

- Lead the implementation of the Review Unit for recovery services.
- Develop Review Unit processes, tools, and improvements.
- Overall support and monitoring of active programs and operations across Canada.
- Contributes to the development of programs using a beneficiary-centred approach and budget projections.

Apr 2022 – Aug 2023

Action for Healthy Communities Alberta - 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 funds/ grants.
- Manage female entrepreneurs' support projects and provide business & financing consultancy to entrepreneurs in Canada
- Grant Management, Budget control for all program projects, and financial forecasting.

Sep 2021 - Sep 2022

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

Chevening Scholar

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

Oct 2015 - Oct 2021

POINT Organization for Community Development-Turkey

Co-Founder – Programs Director

- Develop POINT strategies from 2015 until 2023 and program policies.

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- 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).
- 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, Economic and Business Strategies and Evaluate business plans for SMEs —
- Developing an operation manual for clients in management and administration, 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 Charites 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

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

Oct 2021 - Nov 2021

University of East Anglia UEA – UK

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

Jun 2021 - Sep 2021

Innovation consulting and solutions – UK

CSOs Strategic planning and governance consultant/trainer in Iraq.

Sep 2020 - Oct 2020

Islamic Relief – Humanitarian Academy for Development HAD – UK

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

Sep 2019

IOM and CCCM Cluster – Turkey

Provide Camp Coordination Camp Management CCCM training

Oct 2017 - Sep 2018

Free Press Unlimited FPU- Netherlands

Resource Mobilization and business development consultant

Nov 2015 - Jan 2016

IBTCI – USA

M&E Field Coordinator/ Trainer

May 2014 - Jul 2014

Al-Sham Foundation in Turkey

Organization strategy management and Project life Cycle Consultant

Dec 2011-Feb 2012

Alissar Event Management – Dubai UAE

Freelance Marketing Manager

Mar 2010 - Jun 2010

Light and Flower Association for Cerebral Palsy – Syria

Public relations and Communication free-lancer

Jan 2010 - Mar 2010

Zahraa Factory for Furniture – Syria

Marketing Research Study

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
- Business Model for capabilities assessment 2012
- Business Model for SMEs Mentoring and coaching 2012
- Micro-economy report of the education sector in Syria 2011
- Guideline for how to make business plan and marketing strategy 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