

# Tarek Hoteit

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IT professional with solid technical, managerial, and analytical skills. Proven accomplishments in leading and managing teams across the software development lifecycle.

## SKILLS

Technical management and mentorship, business requirements analysis, test management, project management, process engineering, solutions strategy, market research, security analysis, financial risk & budget management, executive communication & presentation, vendor management, voice of the customer analysis, DevOps/microservices architecture and design, testing automation, behavioral driven development (BDD) & test driven development (TDD), agile/scrum deliverables and release management. Software development - Python, Java, JavaScript, Perl & C#. DevOps CI/CD - Docker & various tools. Data analytics - IPython, Minitab, MS Excel data analytics-plugin. Machine learning - linear regression, scikit-learn. Natural language processing - Stanford Core NLP, Python nltk). Data format & W3C standards - JSON/XML/SOAP/JQuery

## EXPERIENCE

### **Thomson Reuters, Carrollton, TX** - *Director of Technology*

FEB 2016 - Present

### **Verizon, Irving, TX** - *Distinguished Member of Technical Staff*

JAN 2014 - FEB 2016

- Leads the technical design of IT transformational initiatives from waterfall to agile/DevOps software development lifecycle.
- Designs and prototypes microservices frameworks, and mentors employees on software quality engineering and open source adoption.
- Advices management on emerging trends, software products' adoption, as well as process and systems opportunities for improvement using quantitative and qualitative data analysis.

### **Verizon, Irving, TX** - *Associate Director of Development Operations*

SEP 2006 - JAN 2014

- Lead quality engineering and operations support of customer-facing Verizon ordering systems.
- Managed over 60 employees in addition to vendor contracts across the US, India, and Argentina.
- Developed artificial intelligent automation tools for collaborative support, proactive alerts and fast path to recovery of mission critical systems.

## **Verizon, Irving, TX - IT Supervisor / Engineer**

DEC 2001 - SEP 2006

- Supervised and developed proactive monitoring tools to probe and alert on business availability of customer facing systems.
- Created Verizon 1st chatbot with natural language capabilities and productivity functions and was widely adopted across all Verizon channels.
- Developed an IT operations dashboard to track progress of software releases across the software development lifecycle.

## **EDUCATION**

### **Walden University, Online - PhD in Applied Management & Decision Sciences**

DEC 2007 - APR 2015

Published dissertation titled "[Effects of Investor Sentiment using Social Media on Corporate Financial Distress](#)" and open sourced the [source code](#)

### **University of Dallas, Dallas, Texas - MBA with corporate finance specialization**

DEC 2007 - APR 2015

### **American University of Beirut, Lebanon - Bachelor's of Science in Computer Science**

JUN 1995 - JUN 1998

## **CERTIFICATIONS**

Scrum Master (2016)

Lean Six Sigma Black Belt (2015)

## **AWARDS**

Verizon IT Hackathon Award - 2015 - 1st Place

Verizon Lean Six Sigma Best in Class - 2015

Verizon Telecom Leadership Circle Award - 2007

Verizon Excellence Award - 2006