

Tarek Hoteit

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Information technology executive at Thomson Reuters with a PhD in applied management and decision sciences from Walden University having passion in solving problems, leading software development, and mentoring current and future new generation of technology engineers.



SKILLS

Software development (Python, Javascript, .Net C#, Java), system administration (Linux, Google Cloud, Amazon AWS), certified Lean Six Sigma Black Belt in process engineering, certified Scrum Master in agile project management, proficient in statistics and machine learning.

EXPERIENCE

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

FEB 2017 - Present

- Leading tax and accounting learning management systems including live webcasting, ecommerce, and content publication solutions
- Manages a diverse team of software professional across the US and India

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

JAN 2014 - FEB 2017

- Lead the technical design of IT transformational initiatives from waterfall to agile/DevOps software development lifecycle.
- Designed and prototyped microservices frameworks, mentored employees on software quality engineering and open source adoption.
- Advised 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