
Tarek Mourad

Business Coach,
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Education

Bachelor of Science, Civil Engineering, Cornell University, Ithaca, NY (1976)
Certificate of Advanced Topics in Programming, Santa Clara University, Santa Clara, CA
Business Coach Certificate, ActionCOACH (2014)

Profile

Mr. Mourad has over forty years of experience in business and management. Mr. Mourad is currently a business coach and founder of Soaring Revenues, Inc. He is focused on helping businesses improve their customer experience and bottom line.

He has served as a Director of Operational Excellence in charge of improving business processes at two offices of about 200 technical employees and managers. He also has been a manager with thirty years of progressive growth and development from Project Engineer to Staff Engineer to Engineering Manager, with emphasis on delivery of Energy Market and Management Systems, Computer Applications, System Integration and Customer Interface.

Employment Record

Business Coach, Founder (2014 – present) – Soaring Revenues Inc, Santa Clara, CA

Mr. Mourad used his extensive experience in management in large technical companies to assist and coach owner based business to improve their top and bottom lines. Mr. Mourad specializes in focusing the businesses on their long-term objectives and developing a unique selling proposition to differentiate themselves from the competition.

Director of Operational Excellence (2013 – 2014) – ABB Inc, Santa Clara, CA

Mr. Mourad was directly responsible for Operational Excellence at two offices of the division. He set quality goals for the division and monitored management to stay on track especially for the ISO 9001 certification. He addressed improvement initiatives and adjusted them according to the practical needs of the company. In this position, Mr. Mourad reported directly to the Vice-President of Operations of the Division.

Manager, QA/Release (1999 – 2012) – ABB Inc, Santa Clara, CA

Mr. Mourad managed Quality Assurance and Release Management team in the Central Markets Division in Santa Clara. His responsibility, along with his team, is to ensure that the projects are delivered with the necessary quality. His department handles the testing of the projects as well as the release management of the software.

Mr. Mourad acted as the Quality Leader for the division and has successfully adopted and implemented the ISO 9001:2000 standard. He is currently engaged in adopting the CMMI process improvement model for the division. Currently, Mr. Mourad is engaged with the quality team across the Network Management BU to implement new software development procedures to streamline delivery, increase quality and reduce cost.

Mr. Mourad was part of the team that delivered the KPX (Korean Power Exchange) project in 2002 and 2003. He managed most of the documentation production, test reporting and quality issues during the key test periods of the project, both in the factory and on site. The high quality project was completed and delivered to KPX in a timely fashion.

Mr. Mourad has also led the TransCo group and the System Integration group prior to Quality Assurance role.

Engineering Manager (1990-1999) - Telegyr Systems, Inc (Landis & Gyr), San Jose, CA

Led thirteen System Integrators in providing solutions for building, managing, testing and delivering SCADA and Energy Management Systems to utilities customers (single nodes, multiple networked nodes and wide-area network set-ups).

Modified and streamlined build and integration process resulting in higher quality of end product and simplified upgrade procedures. Prior roles include Staff Engineer and Sr. Systems Analyst.

Staff Engineer

- Specified computer hardware requirements (Digital Alpha line) for building Energy Management System resulting in correct performance for customer.
- Maintained three project platforms of six to twelve UNIX and NT workstations on separate networks resulting in continuous up time for programmers to meet development need.
- Designed, coded and documented scripts necessary to maintain project releases and repositories resulting in tighter control of software projects.
- Set up an intranet site to document system set up procedures resulting in all integrators and staff engineers preparing projects in a unified fashion.
- Maintained customer contact throughout project and during Factory Acceptance Testing ensuring correct implementation of customer specification and delivery with minimal variances.

Senior System Analyst

Coding and debugging real-time data acquisition routines to exchange data across Ethernet networks in accordance with customer specifications resulting in integration with Energy Management Systems.

Computer Programmer (1985–1990), Calpine Engineering Corporation, San Jose, CA

Provided coding for an engineering geometrical problem involving complex dam design using excavation lines, dam geometry and trigonometric equations resulting in determination of excavation points and concrete outline.

Interfaced a variety of programs in Pascal, C and Fortran with government programs (HEC) to produce analysis tools for a system of reservoirs.

Project Engineer (1982–1985), RCI Engineers Constructors, San Jose, CA

Controlled and supervised piping and support design team within congested plant design following customer requirements and specs resulting in timely and satisfactory completion of projects.

Turnover Coordinator/Administrative Engineer (1979-1982), Sogex International Limited, Jeddah, Saudi Arabia

Prepared database to track equipment turnover from contractor to owner resulting in orderly completion of power plant certification.

Controlled and supervised document and drawing filing, requests, reproduction and distribution processes through support staff providing smooth information access and lower turnaround time.

Coordinating Engineer (1978-1979) - Rolaco Engineering, Jeddah, Saudi Arabia

Provide link between project disciplines and outside authorities through meetings, visits, and correspondence and relay to responsible parties thus preparing work by approved methods and materials.

Assistant Systems Analyst (1976-1978) - Selective Bidding Systems (MPI), New York, NY

Coding one-shot and general-purpose routines resulting in modification and data reorganization on a file management system and a user transparent record access through tape handling routine.