

CONTACT

LOCATION
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COMPETENCIES

Delivery

- End-to-end service delivery
- Order validation & pre-qualification
- Implementation planning
- Target Delivery Dates (TDD)
- Provisioning monitoring
- Ready for Billing (RFB)

Coordination

- Stakeholder management
- Carrier & vendor coordination
- Risk & escalation management

Methods

- Project management (PMP prep)
- Agile & Scrum
- Data analysis
- Team coaching & quality
- Microsoft Office

LANGUAGES

Arabic
Native

German
Professional working · Goethe-Institut B1–B2

English
Professional working

CERTIFICATIONS

- Scrum Fundamentals Certified (SFC™), SCRUMstudy
- PMP® exam preparation, 35 contact hours
- CCNA self-study (2016), MCSA
- English course, SYE (2017 – 2018)

Islam Muhammad El-Metwally

Delivery Manager · Telecom & Network Delivery

Enterprise customers in Germany & Austria · German and English · Cairo

PROFILE

Delivery Manager for telecom and network solutions: takes enterprise orders in Germany and Austria from validation and scope clarification through implementation to Ready for Billing, for Orange Business since 2022 and now at Tech Mahindra. Before that, seven years in customer operations, mostly in German, for Vodafone Germany, Sony and Amazon, three of them as Quality Team Coach.

4+ yrs
Telecom & network delivery, Germany and Austria

10+ sites
Multi-site deployments per project

Change Maker
Award, Orange Business

EXPERIENCE

Extended Local Delivery Manager
07/2026 – Present

Tech Mahindra

In partnership with Orange Business, telecom and network delivery for the German market; role transferred in July 2026.

- Validate Hybrid Network service orders for completeness and technical consistency (pre-qualification, eligibility), clarify open requirements with customers and build implementation schedules.
- Order lines from local telecom providers and equipment from third-party vendors; set Target Delivery Dates and manage the dependencies behind them.
- Track every service component through provisioning, escalate risks early, keep the provisioning database accurate and hand over at Ready for Billing.

Extended Local Delivery Manager
06/2022 – 06/2026

Orange Business

- Managed end-to-end delivery of telecom and network solutions for enterprise customers across Germany and Austria, from order creation and scope validation through implementation and billing.
- Ran complex multi-site deployments, including projects covering 10+ customer sites, for major enterprise customers including Capgemini and Hyundai.
- Coordinated project managers, technical teams, order management and customers; resolved risks, scope gaps and blockers through proactive escalation. Received the Change Maker Award.

EARLIER EXPERIENCE · CUSTOMER OPERATIONS

10/2021 – 04/2022 — **Customer Service Associate · Amazon**
Customer complaints and enquiries by phone and chat; product information and technical support.

08/2018 – 10/2021 — **Quality Team Coach (from 02/2019) · Sykes · Sony**
Coached agents on quality and targets, handled client escalations and trained new hires in German-speaking Sony support; before that Technical Service Agent and Social Media Representative.

08/2015 – 08/2018 — **E-mail Mobile & Webchat Advisor · VOIS · Vodafone Germany**
Served Vodafone Germany customers in German by phone, e-mail, web and app chat; floorwalker for new hires, supervisor cover.

05/2014 – 12/2014 — **Contact Center Agent · Raya CX · Etisalat Misr**
Customer enquiries by phone.

EDUCATION

2007 – 2013 — **Bachelor, Islamic Studies in German**
Faculty of Languages and Translation, Al-Azhar University, Cairo