

IT PROGRAM / PROJECT DIRECTOR • PORTFOLIO MANAGER – BANKING & FINANCE

Prince2 | Microsoft | ITIL | Agile | Scrum | Lean Six Sigma Black Belt Certified

Results-oriented BFS industry IT expert and Total Solutions Provider offering 20+ years of insightful experience providing strategic leadership in uniquely challenging situations with reputed global banks. Verifiable experience in striking perfect coordination with all involved agencies ensuring bottleneck-free project execution. Proficient in driving implementation of key technology programs valuing up to \$12Mn and strategic initiatives while evaluating complex issues, identifying key elements, creating effective action plans and guiding execution. Managing complete SDLC, including requirement gathering & analysis, estimations, designing, coding, testing, integration, maintenance and post-implementation support. Strategic communications management; utilizing creative intellect, strategic insight and sharp planning skills to manage business & meet top and bottom-line objectives by building, motivating and developing high-performing teams to accomplish challenging goals in a fast-paced, deadline-driven environment. Known for going the extra mile to get the job done with strong problem-solving skills

CORE COMPETENCIES

End-to-end Project Management
Program Life Cycle Management
Solutions Portfolio Management
Business Process Reengineering
Strategic Planning & Execution
Digital Transformation

Software Development Life Cycle
IT Strategy, Roadmap, Transformation
ITIL / Agile / Scrum Methodologies
Project Governance
Benefits Management & Realization
Budget Management

Vendor / Stakeholder Engagement
Proposal Management
Risk & Issue Management
MIS reports & Decision-making
Resource Management
Cross-Functional Collaboration

PROFESSIONAL EXPERIENCE

Sr. Project Portfolio Manager | The National Commercial Bank KSA | Since Jul 2008
Sr. Project Portfolio Manager (Jul 2013 till date) | Head – Enterprise Business Applications Unit (Jan 2012 – Jun 2013)
Sr. Manager – IT, Systems (May 2010 – Dec 2011) | Sr. IT Project Manager (Jul 2008 – May 2010)

Project Analysis ~ Best Practices ~ Vendor Relationship ~ Factor Balancing ~ Opportunity Evaluation ~ Change Management

Currently accountable for managing and executing high complexity projects worth **\$88Mn** as assigned to achieve the company's strategic objectives, through scope management, time management, budget management, quality management, resource management, communications management to ensure successful completion and delivery as per project management standards and timeline; Manage technology budget of **\$112Mn** for projects in portfolio and participate in annual budget process

As Sr. Project Portfolio Manager:

- Manage the overall group project portfolio of \$98Mn for successful execution and implementation within the business process change lifecycle and change management framework
- Maintain partnership-level agreements, manage risks/issues, and monitor project expenditure plan of \$99Mn to control costs
- Employ quality techniques to perform value stream mapping that aiming at improving workflow and advanced quality by 24%, and lowering project costs worth 11%
- Ensure working on a mixture of projects balancing various factors like research vs. development, short-term vs. long-term, risks vs. rewards, etc., by establishing projects that meet targets of the sector
- Contribute towards analyzing recent opportunities against existing portfolio and designing enterprise-wide best practices
- Provide detailed analysis on overall project portfolio performance as required by the Management committees or Board of Directors to enable effective decision making while recommending methods to improve performance
- Collaborate with cross-functional teams of 50 persons to reengineer business processes to achieve systemized controls that ensure sustainability and on-time delivery of 99%
- Manage relationships with 28+ vendors reconciling cost to the budget, milestone tracking, and verifying adherence to agreed upon objectives

As Head – Enterprise Business Applications:

- Strong evangelist responsible for leading and driving enterprise-wide project management maturity efforts setting direction and strategy ensuring alignment of project & program delivery within agreed initiatives and standards
- Efficiently led the entire project portfolio to the tune of \$75Mn by providing expert guidance and thought leadership in establishing policies, procedures, delivery frameworks and methodologies for effective oversight and management
- Chaired project kick-off meets directing and executing approved project plans worth **\$64Mn**

NAME

As Systems Manager - IT:

- Pivotal role in CAPEX & OPEX related to systems under custody and approving due payments against deliverables
- Accomplished all deliverables with a defect rate of 12% lower than the department level
- Maintained cordial relations with 45 vendors/suppliers and managed all activities related to maintenance; followed up on contracts valuing \$55Mn and billing-related tasks after evaluating their performance
- Mentored 28+ team members through effective leadership to improve their performance through clear key man dependency across the bank/unit, resulting in enhancing their efficiency by 20%
- Skillfully monitored the delivery of all current & new projects and initiated corrective/preventive actions in internal processes/practices during delays caused by systems; Ensured all release defects were monitored and resolved on a regular basis
- Employed effective procedures to improve development cycle times using innovative solutions suggested by the team

As Sr. IT Project Manager:

- Designed project schedules based on Work Breakdown Structure (WBS), Work Activities List and network diagrams
- Responsible for estimating time & budgets for 12 projects, creating RACI Matrix document, developing communication, risk management as well as procurement plans
- Managed procurement-related activities valuing \$45Mn per year and closed procurement efficiently

Sr. Program Manager | 01 SYSTEMS Bahrain | May 2001 – Jul 2008

Program Management ~ Procurement Planning ~ Performance Management ~ Vendor Relations ~ Budget Management

Managed architecture, prepared/maintained risk management plans, published progress reports periodically and tracked program financials to the tune of \$18Mn. Directed and negotiated terms with 19+ vendors for application solutions and actively participated in project & change steering meetings representing IT. Accountability of complete risk management plan, including risk identification, monitoring, and response

- Assessed requirements for driving program delivery using appropriate methodologies, tools, processes, and practices; Developed and recommended best strategies for projects, keeping in view performance, costs, time and scope limitations
- Created a RACI Matrix document and development procurement plans along with executing approved plans
- Managed stakeholders' expectations and instituted customer credit lines along with setting up credit accounts with vendors

EARLIER CAREER

Web Development Team Lead / Manager | BUSINESS SOFT / OMNIXINTNL Jordan | Feb 2000 – May 2001

Software Engineer | IT3 Jordan | 1999 – 2000

PROJECTS HANDLED

VAT: 4-months project to meet KSAGAZT regulations for the entire bank | IFRS 9: 6-months project to comply with IFRS 9 standards | Enterprise Reconciliation System | Enterprise Physical and Digital Record Management | ESB/SOA | Business Process Management | ERP & CRM | Ecommerce | Lean Six Sigma & Process Engineering | Credit Approval Management | Retail Score Card | Corporate Risk Management Backlog Loss Recovery | Basel II, III & IRB

ACADEMIA

- ✓ **MBA in IT Management**, University of Leicester, 2018
- ✓ **Level 7 Diploma in Strategic Management and Leadership**, Chartered Management Institute, 2018
- ✓ **B.Sc in Computer Science**, Princess Sumaya University for Technology, 1999

CERTIFICATIONS

- ✓ **PRINCE2® Practitioner Certified in Project Management**, AXELOS Global Best Practice
- ✓ **PRINCE2 Agile® Practitioner Certified in Agile Project Management**, AXELOS Global Best Practice
- ✓ **MSP® Practitioner Certified in Program Management**, AXELOS Global Best Practice
- ✓ **MoP® Practitioner Certified in Project Portfolio Management**, AXELOS Global Best Practice
- ✓ **P3O® Practitioner Certified in Portfolio, Program and Project Offices**, AXELOS Global Best Practice
- ✓ **ITIL® Foundation Certified in IT Service Management**, AXELOS Global Best Practice
- ✓ **Lean Six Sigma Black Belt**, International Association for Six Sigma Certification
- ✓ **Scrum Fundamentals Certified (SFC)**, SCRUM Study