Husam Al-Ramahi *, PMP® 2026, ITIL® v4 RPA®*

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Summary

Comprehensive Experienced and results-driven **Senior IT Management** & **Project management professional** with expertise in areas of **project management ,Business Analysis, IT Consultations and digital transformation** with 14+ years of experience in areas of **project management** and analyzing business requirements,, leading cross-functional teams, and implementing innovative IT solutions to drive business growth and efficiency. Adept at translating complex business needs into technical specifications and collaborating with stakeholders at all levels to ensure successful project delivery. Proficient in Agile and Waterfall methodologies, across various sectors, with international experience in **FMCG**, **Banking**, and **Telecom**, **Real estate**, and **Information technology** , **government** and **semi-governmental clients** throughout enterprise ERP solutions, in-house development and WEB/mobile applications. **Certified in PMP**/PMI and **ITIL foundation v4–service management,** with strong knowledge in **cloud applications**, Infrastructures, **ERP solutions**, **networking**, **security**, and **IT operations**. Holds a bachelor's degree in **Computer Science** from AL ISRA University (2000/2001).

Skills

Project Management Skills

- Project Management Methodologies (Waterfall,Agile & Hybrid).
- Project Planning & Plan Documents Preparation.
- **Project Management Certificate** & experiences.
- PM Tools, Ms. Projects, Trillo,Visio, WBS, Jira & Confluence.
- Risks & Risk Mitigation Planning.
- High Stakeholders Management.
- Highly Communication skills.
- Project Progression reporting & Follow up.
- RPA Project Implementation Manager Diploma.
- Procurement management, Documenting RFI, RFP, RFQ and outsourcing.

- Scope definition, management & obtain Deliverables.
- Planning & Organizing.
- Data Analysis and visualization.
- Presentation.
- Team coaching, mentorship, Supervision & Leadership.
- Business Analysis skills, Assessment Forms & experience.
- Requirements Gathering and Documentation BRD, SRS, FD, NFD, RACI, RTM, SWOT.
- Business Process Analysis.
- Negotiation & Conflict Resolution.

IT Experiences, knowledge's & Skills

- Digital Transformation & Innovation.
- IT Compliance and governance knowledge.
- IT Framework & best practices.
- Familiarity with web & Mobile Applications development
- IT Solutions Design
- Data Migration, Integrations & Automations, Oracle DB API's.
- Delivery management
- **ITIL v4 Foundation-Service Management certificate**
- Strong knowledge with payment gateways & FinTech
- **Artificial Intelligent** courses still in progress.

- Software Development Life Cycles - SDLC
- ERP & Oracle EBS, Oracle AME Implementations.
- Strong knowledge in ERP Oracle Cloud & Cloud Computing.
- Strong experiences in DBMS SQL technical skills.
- **UiPath-RPA (Robotics Process Automation) Diplomas.**
- Oracle Tech-functional experiences EBS R12 Payroll, Core HR, SS, LM, PM, PN, SYSADMIN, AME with Solid technical skills.
- Ability to innovate work-around solutions.
- Strong knowledge in IT Security ,Hardware & Networking

Experience

❖ **Sr. Project Manager | 06/2023 – 01/2024 |MERGE Technologies Company, Amman-Jordan.**

- **Strategic Management**, Innovate strategic solutions, utilizing KPIs and dashboards for informed decision-makers.
- **Project Management**, Manage projects lifecycles, ensuring alignment with business goals and objectives.
- **Innovation & Digital Transformation,** Led cross-functional teams in analyze business processes, identify Weaknesses, recommending IT solutions to streamline operations.
- **Business Analysis management,** Collaborate with stakeholders to gather and document business requirements, translating them into actionable technical specifications and documentations.
- **Resource Management**: Facilitate outsourcing resources as per required projects scopes throughout communications and procurement management and getting the needed quotes.
- **Stakeholder Management, communication Management, Risk Management, Deployment Management, Release Management.**

- **Projects & VIP Clients** : <u>Saudi Railways-SAR</u>(SAR Mobile-And-IOS APP , Oracle BUS INTEGRATIONS , WORK PERMIT SOLUTION).<u>Social Development Bank –SDB</u> (PARTNERSHIP Project, EPMO-Strategic Business Process development Project , SDB-EPMO-P3M3 Assessment Project)

❖ IT Manager < IT PROJECT Manager | 01/2022 – 05/2023 | Brilliant Trademarks Trading Company, Doha - Qatar

- **Strategic Management**, Innovate strategic solutions, utilizing KPIs and dashboards to assist decision-makers, Played a key role in driving digital transformation initiatives, leveraging solutions to enhance business processes and improve customer experience, Contribute to the development of IT strategy and roadmaps, aligning technology investments with organizational priorities.
- **Stakeholder Management**: Developed and maintained strong relationships with business stakeholders, serving as a trusted advisor on IT solutions and best practices.
- **Project Management / Procurement Management / Risk Management**: Managing required projects, required procurements managements & Monitored project progress and performance metrics, identifying risks and implementing mitigation strategies.
- **Leadership / Training Management**: Mentor junior team members and facilitated knowledge sharing sessions to promote continuous learning and development.
- **Projects**: (Structuring IT unit and refresh all related IT infrastructure project aligned with software licenses and operation run, hiring required IT support & operations officers).

❖ IT Manager-HCM < Project Manager < SR. Tech-functional Consultant | 07/2015 - 11/2021 | Darwish Holding Company ,Doha-Qatar

- **Strategic Management**, Innovate strategic solutions, utilizing KPIs and dashboards to assist decision-makers, Played a key role in driving digital transformation initiatives, leveraging solutions to enhance business processes and improve customer experience, Contribute to the development of IT strategy and roadmaps, aligning technology investments with organizational priorities.
- **IT Management**, Leading IT operations for Oracle EBS Applications ERP modules HRMS, PN, financial modules and related systems.
- **Project Management**, managing related other IT projects, documents management, ITSM, Incident & helpdesk Management.
- **Business Analysis management**, Gathering business requirements, **Document management** (BRD, SRS, USD, USCD, RTMD, RACI, Functional/N-Functional, and Acceptance Criteria DOC.)
- **Process Management**, Monitoring, coordinating, following up, controlling, and validating IT processes to maintain high standards.
- **SDLC/development Management**, advanced queries, PRCs, DBPKG's, functions, Fast-Formulas, elements, and XML reports.
- **Implementation Management**, Implement and build application features, responsibilities, concurrent programs, DFFs, extra / special information's and workaround solutions tailored to stakeholder requirements.
- **Problem-Solving Management**, Resolving both technical and functional issues promptly and effectively.
- **Quality Management**, Conduct test and quality control based on QA standard processes, BRDs, SRS's, TC, etc.
- **Deployment management,** coordinating the new changes, solutions, enhancement to be deployed into production,
- **IT Support Management**, Providing day-to-day maintenance and support for IT systems.
- **Projects**: (Implement IT Strategical compliance Process & governance guidelines project, New ITSM system Implementation Project, COVID19 Reporting project XML , Implement Pre-Planned Contingency Plan (COVID-19), Attendance system Implementation project, Oracle ERP-EBS v 12.2.3 upgrade Projects, Oracle HCM modules Implementation Project).

❖ IT Senior Development Specialist /Manager | 05/2014 - 06/2015 | Arab Bank PLC. - Amman, Jordan

- **Project Management**, Lead of Lebanon, Morocco & Algeria Projects to Implement HRMS Modules and all related reports.
- **Business Analysis management**, Gathering business requirements, **Document management** (BRD, SRS, USD, USCD, RTMD, RACI, Functional/N-Functional, and Acceptance Criteria DOC.)
- **Applications Management & SDLC**, Development, enhancement Oracle E-Business suite V12.2.4 within modules of HRMS.
- **Team Management / Governance**, **Task management**, assuring governance and compliance.
- **Stakeholder's management**, **communication management**, **deployment management**.
- **IT SDLC Management**, achieve new requirements, responsibilities, concurrent, DFF's, WF's or required workaround solutions in EBS
- **Problem Solving**, Analyze & Resolve problems, Issues, conflicts, technical or functional in all levels.
- **Deployment management,** coordinating the new changes, solutions, enhancement to be deployed into production,
- **Quality Management**, Test & Quality Control for all resolved & initiated changes based on QA standard Processes.
- **Performance Management**, Evaluated employee skill levels and implemented new techniques to boost staff knowledge.
- **Projects**: (Led regional Information gathering phases & Implementation phases in "Algeria, Lebanon Morocco & Jordan" Oracle Payroll Implementations regional strategical program, managed financial reporting dashboard project on COGNOS Technology platform).

- ❖ **IT ERP Team Leader | 05/2008 - 04/2014 | Jordan Telecom. Group, Orange, JTG - Amman, Jordan**
  - ▪ **Management & Leadership**, managing, evaluating, motivating, mentoring, and coaching team members & trainees.
  - ▪ **Performance management**, determine section and team objectives, aligned with stakeholders and business owner's needs.
  - ▪ **Task management,** as per preplanned objectives and goals aligned with ensuring governance and compliance.
  - ▪ **Project Management**, Managing related Projects and projects plans, teams.
  - ▪ **Scope management**, establishes or determine clear boundaries and deliverables, minimizing risks and ensuring project success.
  - ▪ **Time management**, involves initiating time schedules for projects, tasks, activities, or upon request.
  - ▪ **Cost management**, tracing project, task or activity expenses over a specified period to achieve financial goals.
  - ▪ **Communication management**, with all organizational units, cross functional teams to support organizational planning.
  - ▪ **User management**, controlling security matrices for all apps end users on applications levels.
  - ▪ **Planning management**, initiate schedules, plans, and processes in development throughout SDLC standards.
  - ▪ **Business Analysis management**, Gathering business requirements, **Document management** (BRD, SRS, USD, USCD, RTMD, RACI, Functional/N-Functional, and Acceptance Criteria DOC.).
  - ▪ **Risk management**, foreseeing and addressing potential issues, leading to smoother project execution and favorable results.
  - ▪ **Stakeholder's management**, engaging with and managing the expectations of all parties impacted by a project.
  - ▪ **Deployment management,** coordinating the new changes, solutions, enhancement to be deployed into production,
  - ▪ **Operations Management:** Identify areas for improvement, aligned with day-to-day support to streamline operations.
  - ▪ **Vendor Management,** establishing and maintaining relationships with external suppliers & vendors to ensure the proper delivery.
  - ▪ **Projects**: (Oracle EBS HCM Modules Implementation, ORACLE EBS Upgrade Project Organizational restructuring Project, External DATA Migration Project, EBS←→ATTENDANCE Integration Project).

- ❖ **Business analyst (Programmer) | 11/2004 - 05/2008 | Al-SALHIA Real Estate Company - Kuwait, Kuwait**

- ❖ **Application Developer | 05/2002 - 10/2004 | Al-Faris Information Technologies - Kuwait, Kuwait**

Education & Certifications

- ❖ **AI ISRA Private University - Amman, Jordan | Bachelor Degrees Computer Science, 10/2000**

  - ✓ Project Management Institution - PMI - USA | Certificate **PMP**#2865876
    Project Management Professional, 11/2020 to 11/2026|
  - ✓ PeopleCert - UK | Certificate GR671283919HM |
    ITIL Foundations V4 – Service Management, 06/2021|

Training Courses

- ✓ Orange Training Center - Amman, Jordan |
  - Advanced Excel, 01/2013 | |
  - Finance For Non-Financials, 03/2012 |z
- ✓ Pioneers Academy - Amman, Jordan |
  - PMP®, Exam Preparation 36 Hours 04/2013 |
  - MS. PROJECTS, 04/2013 |
- ✓ ITCC - Amman, Jordan |
  - Introduction for ORACLE SQL/PL Programming, 01/1999 | |
  - Oracle Developer A, B, Reports v.3,Advance Triggers, 01/1999 |
  - ORACLE DBA-Data Base Administrator V.6i, 8i (DBA), 01/1999 | |
  - Web Development - Active Server Pages (ASP) & JavaScript Programming, 02/1999 |
- ✓ RPA Diplomas – Online
  - Introduction to RPA |
  - Build you First RPA Project |
  - RPA Selectors |
  - RPA Orchestrators |
  - RPA Implementation |
  - RPA Implementation Manager |
- ✓ Orange Jordan Coursera – Online
  - Artificial Intelligence (Multicourse) Still in Progress

All the above are supported by official copies up on request with references

Additional Information

- Birth Date & Place Kuwait Oct 07 1976
- Nationality Jordanian
- Marital Status Married
- **Driving licenses Qatar, Jordan.**
- **Valid Qatari Transferable work residency till 04/07/2026**.