

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

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Summary

Experienced and results-oriented Senior IT Management and Projects Management professional with more than 17 years of experience in IT management, project delivery, business analysis, IT consultations, and digital transformation. Skilled in leading cross-functional and regional teams, managing business requirements, and implementing practical IT solutions that support operations and improve business performance across Jordan and GCC countries. Proficient in translating business needs into clear technical solutions and working closely with stakeholders to ensure successful outcomes. Experienced in Agile and Waterfall methodologies, with a background across FMCG, banking, telecom, real estate, information technology, and government sectors. Hands-on experience in ERP systems, in-house development, web and mobile applications, cloud technologies, IT infrastructure, networking, cybersecurity practices, and general IT operations. Strong knowledge of AI technologies and practical AI usage, including process automation and data-driven improvements that support IT operations and decision-making. Certified in PMP (PMI) and ITIL v4 Foundation, holding a bachelor's degree in computer science from Al Isra University.

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.
- Highly Communication skills.
- Project Progression reporting & follow up.
- 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 & 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 of payments and Government gateways & FinTech
- **Artificial Intelligent** courses & learning paths.

- 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

- ❖ **Regional CX Business Analysis Manager (Functional Manager)** | 11/2024 – date | **Ejada Systems LTD. Company, Amman-Jordan.**
 - Manage regional BA unit teams across **Jordan, Egypt, India, and KSA** under CX department, to ensure consistent delivery quality and adherence to standards under CX department.
 - Oversee end-to-end requirements discovery, analysis, validation, and solution alignment for CX digital DXP's and e-services projects.
 - Drive resource management activities including allocation, utilization optimization, performance oversight, and administrative follow-up.
 - Establish and enforce CX BA methodologies, frameworks, and best practices across multiple delivery regions.
 - Provide mentorship, capability development, and continuous support to enhance team competency and productivity.
 - Facilitate stakeholder engagement, CX alignment, communication, conflict resolution, and alignment across clients, delivery teams, and leadership.
 - Govern BA deliverables, through structured reviews, ensuring accuracy, completeness, and compliance with project goals and regulatory requirements.
 - Contribute to all CX initiatives, pre-sales efforts through solution scoping, RFP's & proposals contributions, effort estimation, and client presentations.

- **Projects & VIP Clients: CX- BA Center of Excellence (CoE) on Ejada SharePoint, CX Lab (Under progression), Ejada Clients projects (Confidential).**

❖ **Sr. Project Manager | 06/2023 – 10/2024 | MERGE Technologies Company, Amman-Jordan.**

- **Strategic Management**, Innovate strategic solutions, utilizing KPIs and dashboards for informed decision-makers.
- **Project Management**, managing 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**, collaborating with stakeholders to gather and document business requirements, translating them into actionable technical specifications and documentation.
- **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: Saudi Railways-SAR (Mobile-And-IOS APP, Oracle BUS INTEGRATIONS, WORK PERMIT SOLUTION). Social Development Bank -SDB (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 refreshing 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 and workaround solutions tailored to stakeholder requirements.
- **Problem-Solving Management**, Resolving both technical and functional issues promptly and effectively.
- **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.
- **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,
- **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**, establish 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.).
- **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's degree of Computer Science, 10/2000**
- Project Management Institution - PMI | Valid **Certificate PMI-PMP #2865876**, Project Management Professional.
- PeopleSoft | **Certificate GR671283919HM** | ITIL Foundation V4 – IT Service Management.

Training Courses

- ✓ Chatbots & AI in Customer Service, learning path 8 Certificates (**UDACITY**).
- ✓ Digital Transformation for Business Leaders- Nanodegree (**UDACITY**).
- ✓ Individual Effectiveness-7 Habits of highly effective people (**Franklin Covey**).
- ✓ Agile Project Management (**Google**).
- ✓ Generative AI for Everyone (**DeepLearning.AI**).
- ✓ Chatbots Building Essentials (**IBM**).
- ✓ Critical Thinking and Problem Solving (**LinkedIn**).
- ✓ RPA Diplomas – Online, 6 courses learning path (**UiPath**).
- ✓ PMP®, Exam Prep. 36 Hours 04/2013 | Pioneers Academy – Amman.
- ✓ MS. PROJECTS, 04/2013 | Pioneers Academy – Amman.
- ✓ Advanced Excel, 01/2013 | Orange Training Center – Amman.
- ✓ Finance For Non-Financials, 03/2012 | Orange Training Center – Amman.
- ✓ Introduction for ORACLE SQL/PL Programming, 01/1999 | ITCC – Amman.
- ✓ Oracle Developer A, B, Reports v.3, Advance Triggers, 01/1999 | ITCC.
- ✓ ORACLE DBA-Data Base Administrator V.6i, 8i (DBA), 01/1999 | ITCC.
- ✓ Web Development - Active Server Pages (ASP) & JavaScript Programming, 02/1999 | ITCC.

Additional Information

- ✓ Birth Date & Place Kuwait Oct 07, 1976
- ✓ Nationality **Jordanian**
- ✓ Marital Status **Married**
- ✓ Driving licenses Qatar, Jordan.
- ✓ **Valid Qatari Transferable work residency till 04/07/2029.**

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