

# Ibrahim Jallad

## Project Manager

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### Profile Summary

Achievement-driven Project Manager offering 8 years of experience in Planning, Leading and Executing projects in Finance Sector. Proven track record of exceeding business goals with significant outcomes, leading cross-functional teams, and excelling as Agile Coach and Scrum Master.

Interested in continuing the growth of my career with a company in which I can leverage my skills and expertise in maximizing profit, reducing costs and expanding market share through innovative projects and initiatives while progressing my career.

**Budget and Cost Control | Quality Assurance | Stakeholder Communication | Procurement and Vendor Management | Contract Management**

### Work Experience

#### Project Manager

Al Ansari Exchange | Dubai, Arab Emirates

Dec, 2017 – Sep, 2023

- Planned, developed, led and executed the project in order to meet established goals, objectives and timelines.
- Communicated within and across areas to maximize information sharing around progress, needs, interdependencies and accomplishments.
- Facilitated the identification of gaps in service level and processes to identify potential areas for improvement.
- Identified potential risks and implemented strategies to mitigate them, ensuring project continuity.
- Established clear communication channels with stakeholders and team members, fostering alignment and transparency.
- Managed a team of 75 employees, fostering smooth and positive work environment is maintained to achieve organization objectives and reporting to my line manager.
- Conducted KYC onboarding and periodic reviews for new and existing corporate clients, ensuring compliance with AML policies and standards.
- Championed customer-centric initiatives to enhance overall satisfaction, successfully implementing strategies that elevated the customer experience, improved retention rates, and garnered positive feedback. Utilized data-driven insights to identify pain points and streamline processes, contributing to a customer-focused culture within the organization.
- Demonstrated excellent proficiency in assessing and approving/rejecting account openings by leveraging comprehensive knowledge of the legal landscape surrounding companies and adhering to central bank regulations. With meticulous attention to detail.

#### General Accountant

Mazen Abu Amr Contracting Company | Amman, Jordan

Sep, 2017 – Jan, 2021

- Processed invoices accurately and timely by creating requisitions and submitting to Accounts Payable.
- Assisted Senior Accountant with month-end close by running system reports, preparing journal entries, preparing account reconciliations, and completing journal entries log.
- Reconciled ledgers monthly and quarterly, and assisted with auditing assignments.

### Education

#### Bachelor's Degree in Accountancy

Philadelphia University | 2016

### Certificate

#### Project Management Professional

Project Management Institute

### Training Courses

- **Agile Project Management** | PMI
- **Project Management Foundations** | PMI
- **The New Age of Risk Management Strategy for Business**  
National Association of State Boards of Accountancy (NASBA)
- **Governance** | Pioneers Academy
- **Excel Data Visualization: Designing Custom Visualizations** | LinkedIn Learning
- **Orientation Anti-Money Laundering**  
Al Ansari Exchange
- **Scrum Advanced** | LinkedIn Learning

### Professional Skills

- Interpersonal Communication
- Leadership
- Results-oriented
- Attention to Details
- Schedule Management
- Reliability
- Critical Thinking

### Languages

Arabic

English