

# Salem Al-Mezel

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## EDUCATION & CERTIFICATIONS

<b>Dalhousie University</b> <i>Bachelor of Science in Psychology</i>	<b>Halifax, Nova Scotia</b> <i>Sep 2016 – July 2022</i>
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<b>Project Management Institute</b> <i>Certified Associate in Project Management (CAPM)</i>	<i>Issued Oct 2021</i>
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<b>Google</b> <i>Project Management Specialization Certificate</i>	<i>Issued July 2021</i>
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<b>Google</b> <i>Agile Project Management Certificate</i>	<i>Issued July 2021</i>
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## PROFESSIONAL EXPERIENCE

<b>Manulife/John Hancock</b> <i>Software Solutions Analyst</i>	<b>Halifax, Nova Scotia</b> <i>July 2022 – Current</i>
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- Initiated, managed and tracked 3+ concurrent projects involving a team of software developers, stakeholders and product owner leading to the delivery of software & automation solutions
- Elicited business needs from stakeholders to provide a technical software solution leading to an increase in business process efficiency, decrease in process spending and a reduction in process lead time
- Designed and presented software prototypes using Figma to Stakeholders, allowing for early improvements to software design, functionality and provided clarity/direction to software developers
- Clarified and elicited business software requirements in order to provide developers accurate and functional acceptance criteria allowing the team to provide an accurate solution for our stakeholders
- Created business process documentation such as “before-after state” flowcharts to assist in knowledge transfer of project to other team member’s and clearer understanding of Business Process
- Created Jira tickets for software developers allowing for organized and documented process of work

<b>Manulife/John Hancock</b> <i>Plan Implementation Manager / SME Training facilitator</i>	<b>Halifax, Nova Scotia</b> <i>Nov 2021 – July 2021</i>
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- Managed and coordinated the implementation of 60+ concurrent retirement plans, in a time sensitive environment minimizing financial risk
- Scheduled and led meetings with external stakeholders such as RVP’s, Advisors and TPA’s. Established timelines and set expectations for implementation process. Used weekly meetings to coordinate the financial execution and roll over of funds upwards of 90,000 USD
- Negotiated and set expectations for funding dates in implementation process, leading to an earlier funding date, allowing me to hit personal metrics on target
- Created process map finding inefficiencies in overall work process, presented proposal document to Senior management and Director leading to initiation of new project
- Initiated, piloted, and integrated new best practices and process improvements creating a 25% decrease in email noise. Resulting in a more efficient and manageable workload for co-workers and other key team members and new best practices department wide
- Implemented agile methodologies into implementation process resulting in a more effective and iterative onboarding process. With an Agile methodology the implementation process was better able to be customized to client needs

<b>Canadian Mortgage and Housing Corporation</b> <i>Enumerator &amp; Data Entry</i>	<b>Halifax, Nova Scotia</b> <i>Oct 2021 – Nov 2021</i>
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- Surveyed effectively over 100 property owners daily to obtain housing data, consistently hitting above target set by supervisor
- Consolidated data into organized reports submitted for supervisor approval

- Analyzed the quality of the contact information for various property owners, leading to research and corrections when necessary to increase the quality of the data collection

## **VOLUNTEER & LEADERSHIP EXPERIENCE**

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### **Social Media Content Creator**

*Jun 2019 – Aug 2021*

- Created highly engaging video content, gaining 60,000+ aggregate views from Instagram and TikTok
- Analyzed online trends and optimized content to increase viewership
- Communicated with audience in friendly manner, resulting in loyal viewership base of 600+ followers
- Constantly researched new and better methods to create more engaging content

### **Kuwait Center for Children's Down Syndrome**

**Kuwait**

*Caretaker*

*May 2013 – Sept 2015*

- Monitored and ensured well-being of children, resulting in improved development of children's social and communication skills
- Calmly assessed high-stress situations and collaborated with team members to solve unexpected problems

## **SKILLS & INTERESTS**

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### **Technical Skills:**

- Project management programs (Asana, Jira, Microsoft Office suite)
- Salesforce
- Agile Project management