

# AHMED NASR

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## PROFESSIONAL SUMMARY

Senior financial services and technology executive with 20+ years leading client integrations, onboardings, and complex program delivery across banking, FinTech, and digital payments in GCC and global markets. Proven track record managing virtual cross-functional teams, overseeing end-to-end client integration lifecycles, and driving SLA negotiations with 300+ financial institution clients across 8 countries. Deep expertise in financial services operations, client-facing program management, regulatory compliance, and building scalable integration frameworks. Combines VP-level strategic leadership with hands-on delivery excellence — consistently securing new business, managing senior stakeholder relationships, and delivering high-stakes technology programs on time and within scope.

**300+** Financial Institution Clients    **8** Countries Coverage    **16** PMs Managed

**20+** Years Financial Services    **\$50M** Program Portfolio

## PROFESSIONAL EXPERIENCE

### PMO & Regional Engagement Lead (VP-Level)

Jun 2024 – Present

Saudi German Health Group | Dubai, UAE

- Leading \$50M strategic transformation program as senior client-facing engagement lead — primary point of contact for senior management across 15-hospital network in KSA, UAE, and Egypt
- Overseeing end-to-end program delivery including scope definition, milestones, KPI tracking, and MIS reporting to executive leadership and board-level stakeholders
- Managing cross-functional virtual teams of 30 professionals and SLA negotiations with U.S. technology partners (Health Catalyst, KLAS Research) to ensure contractual commitments are met
- Driving operational risk management, compliance with UAE/GCC regulatory requirements, and implementing escalation frameworks for complex multi-stakeholder programs
- Supporting new business development through RFP responses, proof-of-concept delivery, and strategic partnership development with global technology vendors

### PMO Section Head — Client Integration & Financial Services Delivery

Sep 2014 – Jun 2017

Network International | Egypt & 8 Countries

- Built and led enterprise client integration PMO from ground up — managed 300+ concurrent onboarding and conversion projects for financial institution

clients across 8 countries (Egypt, UAE, Jordan, Kenya, Nigeria, Ghana, Mauritius, South Africa)

- Recruited, trained, and managed virtual team of 16 Project Managers; established global best practices and standardized integration methodology across emerging markets financial services division
- Served as primary VP-level point of contact for senior management at 300+ banking clients including Visa and Mastercard — managing escalations, SLA negotiations, and strategic relationship management
- Delivered full client integration lifecycle: new client launches, existing client conversions, ancillary service onboardings, and major SLA changes for mobile wallets, digital payments, and cross-border money transfer platforms
- Maintained MIS reporting dashboards, pipeline management, and executive-level status reports; proactively managed operational risk and compliance requirements across all client programs
- Collaborated with sales teams on RFPs, business development pitches, and AA/SLA negotiations to secure new financial institution clients across Africa and Middle East

### **Country Manager — Client Integration & Market Launch**

Apr 2021 – Jan 2022

PaySky, Inc. | Egypt

- Led end-to-end client integration and onboarding strategy for Egypt's first digital payments SuperApp — coordinating with financial institutions, regulators, and technology partners to ensure seamless service delivery
- Managed AA/SLA negotiations with financial institution partners; established integration frameworks, workflows, and compliance documentation for digital banking and payments services
- Owned new business development, stakeholder management, and sales support — presenting to senior executives and securing strategic partnerships across Egypt's financial services ecosystem

### **Product Development Manager**

Jun 2017 – May 2018

Delivery Hero SE (Talabat) | GCC Markets

- Led cross-functional program delivery during hypergrowth period — coordinated integration of financial payment systems, client onboarding workflows, and technology platforms scaling to 7 million daily transactions
- Managed virtual teams across Berlin HQ, GCC countries, and Egypt; established process improvements and standardized delivery frameworks for rapid client and partner integrations

### **Engagement Manager — Financial Services**

Mar 2013 – Sep 2014

Revamp Consulting | USA, UAE, Egypt

- Led client-facing consulting engagements for global institutions including Mayo Clinic and AT&T; managed complex multi-stakeholder programs, presented recommendations to C-suite, and drove process improvement initiatives
- Developed and reviewed departmental procedures, risk frameworks, and compliance documentation ensuring adherence to client SLA and regulatory requirements

## Head of E-Commerce Product & IT Strategy

Jan 2020 – Jan 2021

Al Araby Group | Egypt

- Led strategic IT program delivery and client/partner integration initiatives for one of Egypt's largest retailers — overseeing vendor management, technology onboarding, and operational risk management

### CORE COMPETENCIES

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- Client Integration & Onboarding	- Virtual Team Leadership	- SLA Negotiation & Management
- Financial Services Operations	- Program & Portfolio Management	- Pipeline & Resource Management
- Stakeholder & Executive Engagement	- MIS Reporting & Dashboards	- Operational Risk Management
- Business Development Support	- UAE/GCC Regulatory Compliance	- Process Improvement & Governance

### EDUCATION

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**MBA — Master in International Business Administration (In Progress)** 2025 – 2027

Paris ESLSA Business School | Global Management

**PMP Training** 2007 – 2008

Université française d'Egypte

### CERTIFICATIONS

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- PMP — Project Management Professional (PMI, 2008)	- CSM — Certified Scrum Master (Scrum Alliance, 2014)
- CSPO — Certified Scrum Product Owner (Scrum Alliance, 2014)	- CBAP — Certified Business Analysis Professional (IIBA, 2014)
- Lean Six Sigma (SUNY, 2010)	- ITIL Foundations (2016)