

Mahmoud Alaaeldin

Consulting | Enterprise Agility | Digital Transformation | Change Manager

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BACKGROUND

A Consulting professional with a proven record of generating and building client relationships. Over **8 years** of a diversified experience working across **APAC** and delivering strategic projects for high-profile clients, developing opportunities, scaling project management, and designing solutions, specializing in business process improvement, SaaS, program/project management in waterfall, agile and hybrid environments. Prior experiences include working in a Project/Program delivery, Business analysis, Subject matter expertise and Leadership capacities, with focuses on **Process improvement, Digital transformation, Long-term strategic planning**, Organizational agility, Software implementations, Service Delivery and Operations Excellence.

WORK EXPERIENCE

Senior Management Consultant, Capco (Hong Kong) – September 2022-Present

Delivering innovative solutions and leading business transformation initiatives for high profile clients across the financial services sector

- Developed and **led a process excellence strategy** for a Tier 1 bank
- Led the **process excellence** and agile delivery capability at a **Tier 1 bank**
- Implemented process controls across APAC **Data usage** teams reporting to the Head of Data APAC
- Coached and trained several teams on **Agile & modern delivery** practices
- Conducted critical **business process optimization** for a large bank, leveraging automation to streamline workflows and improve productivity

Team Lead - Senior Consultant, Appnovation Technologies (Hong Kong) – September 2019-September 2022

Leading the APAC Atlassian team to deliver business software solutions across a diverse list of clienteles including the HKJC, AXA, Swire and others

- Rapidly promoted from Senior Consultant to **Manager** within 4 months of joining
- Led the successful delivery of a Resource and Financial management solution resulting in retained business with **6 additional projects and \$1M USD** in revenue
- Delivered strategic projects for key players in insurance, covering topics like **Demand Management, Claims, Purchase orders and Billing**
- Spearheaded a complete **strategic overhaul** of the **Supply & Demand Management process** for one of Hong Kong's largest conglomerates
- Revamped the entire **IT driven Supply & Demand Management** process for one of Hong Kong's largest conglomerates

LANGUAGES

- English: Fluent
- Arabic: Native

SKILLS

- Business analysis
- Business process improvement
- Change management
- Customer relationship management
- Requirements gathering & management
- Solutions consulting
- Problem solving
- Software development Lifecycle (SDLC)
- Agile project management
- Leadership
- Market research
- Stakeholder management
- Strategic planning

Technical Software Consultant, Ease Solutions Pte. Ltd. (Singapore) – August 2017-August 2019

- **Streamlined** and **automated claims management** for a major German insurer, improving overall operational efficiency
- Led on-site training for a large international **Law firm** at their Manila office
- Delivered **strategic projects** for major clients including a Singaporean government organization, a top publisher, and the largest power station in Singapore
- Provided **Consultation** and **data migration** planning for a large Singapore based airline
- Serviced a diverse list of clientele such as **Allianz, Marsh, Singapore Wildlife and Reserve, Elsevier, GIC, Senoko Energy, White & Case, Great Eastern, DeBeers group** and others

Application Support Engineer, ServiceRocket (Malaysia) – January 2016-May 2017

- Received training from the **Jira Software, Service Desk, and Confluence teams** to develop expertise in these tools
- Solved **complex troubleshooting** issues with Atlassian software, collaborating with plugin vendors, internal teams, and customers to provide effective solutions
- **Identified** and **reported** several **bugs** to the development team, ensuring that issues were addressed promptly and effectively
- **Authored** several official **Atlassian knowledge Base** articles **documenting** solutions and workarounds for customers and internal Support Engineers

EDUCATION

- 2020 (Ongoing): Hong Kong University (HKU Space), **Postgraduate Diploma in Business Management for Digital Transformation**
- 2017-2019: University College Dublin (UCD), **Master of Science – M.Sc. in Information Technology**
- 2013-2016: University of the West of England (UWE) – **Bachelors (Honours) of Software Engineering, Taylor's University, Malaysia**
- 2011: Canadian Diploma (CIMP – Canadian International Matriculation Program, Sunway University, Malaysia)

TECHNICAL KNOWLEDGE

- Atlassian
- Salesforce
- Microsoft
- Cloud computing
- Groovy Scripting
- Python programming
- SQL
- Linux command line
- Data migrations

AWARDS & CERTIFICATIONS

- **2022:** [Certified SAFe® 5 Agilist](#)
- **2022:** [Professional Scrum Product Owner \(PSPO1\)](#)
- **2021:** [Microsoft Certified: Azure Fundamentals](#)
- **2021:** [Professional Scrum Master 1 \(PSM1\)](#)
- **2020:** [Honourable Mention in the MVP Nominations 2020, within 6 months of joining Appnovation](#)
- **2019:** [Advanced Jira Workflows Badge \(ACB-AJW\)](#)
- **2017:** [Atlassian Certified JIRA Administrator ACP-JA](#)
- **2017:** [Atlassian Certified Professional in Agile Development with JIRA Software](#)