

MUHAMMAD SALEH, PMP, ITIL

Experienced IT Project Management Professional

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PROFESSIONAL SUMMARY

A PMP certified project management professional having 12 years of diversified experience in the areas of project management, services management, project implementations, customer services, sales, process improvement and training. Have lead and delivered numerous mid & large scale projects under budget and time. Reputation for successfully handling multiple complex international projects in parallel while efficiently working with teams and stakeholders spread over different geo-location.

AREAS OF EXPERTISE

- Project Management
- Stake Holder Management
- Requirements Gathering
- Excellent Communications Skills
- Native American Accent
- Project Implementations
- Vendor Management
- Resource Management
- SDLC
- Agile Project Management
- Project Planning & Scheduling
- Executive Presentations & Reports
- Services Management & Delivery
- Project Plan building & management
- MS Office (Word, Excel, MS Project)

PROFESSIONAL EXPERIENCE

Sr. Project Implementations Specialist **Feb 2012 - present**
Capgemini Middle East FZ LLC, Dubai, UAE.

Roles & Responsibilities:-

- Working as Project Manager on pre paid card implementation projects with clients & vendors across multiple regions i.e; MEA (UAE), US, Canada, UK, Australia and LAC region while managing the whole project life-cycle i.e, initiation till closing.
- Handling multiple international mid & large projects in parallel.
- Managing & directing project teams while working closely with PMO on project deliverables.
- Managing & controlling communication with clients, internal teams and external vendors i.e; international Banks, Visa, MasterCard, Western Union, Greendot, etc.
- Responsible and signatory of BIN/ Bank paperwork with Bank and networks (Visa, MasterCard etc), NDA with third party vendors, API integration setup sign offs, scope sign offs etc.
- Regular executive reporting i.e. presentations & executive reports to the top management on current projects in weekly/ monthly board meetings.
- Permanent member of Interview Board.
- Core member of executive board weekly meeting.

Key Accomplishments:-

- Led and delivered 50+ mid & large scale implementations projects in 4 years while receiving client's & management appreciation on numerous occasions.
- As project manager in 2015, worked on a complex pre-paid and gift card project for the largest Emirati Holding Company based in Dubai. It included integration & product delivery to Ministry and 14 major distributors i.e; Largest energy group, Malls, Exchanges etc.
- Inherited a project which was behind schedule and over budget. Re-Sequenced and prioritized activities, established a 'war room' with new project team and delivered this Transit Card project for 6th largest US rapid transit organization and achieved appreciation certificate from client.
- Implemented a complex unique mobile wallet payments solutions for a US based mobile company who raised \$25 million Silicon Valley Seed (largest in history) for this idea & setup.
- Top revenue contributor in implementations team of 6 PMs in year 2014 & 2015.

Chargeback Analyst/ Client Support Representative

Feb 2010 – Feb 2012

Capgemini Middle East FZ LLC, Dubai, UAE.

Roles & Responsibilities:-

- Analysis and filing of chargeback to Visa and MasterCard per network regulations.
- To coordinate with in-house departments, national/international clients and US banks on all of i2c's products & services support.
- To provide support on i2c's services to clients ensuring timely resolution.
- To mentor and train new hired on product domain.

Key Accomplishments:-

- **Employee of the year 2012 Excellence Award**
- Received **Employee of the Month award 7 times** in 2 years.
- Promoted to higher level to file chargebacks to network directly.
- Trained 25+ new resources on product domain.



Project Coordinator & Sales Trainer

Oct 2008 – Feb 2010

Oriental Communications

Roles & Responsibilities:-

- Initiate business project with client, review and document project scope & requirements.
- Plan the project deliverables, document the tasks and schedule milestones.
- Assign the resources and coordinate between the internal teams and client
- Train the support staff and new agents on product domain, sales and call handling skills.

Key Accomplishments:-

- Trained and mentored 60+ resources.
- Guided the sales team to exceed the monthly sales by 200%.
- Defined performance KPIs for staff.



Ovex Technologies Pvt. Ltd

Roles & Responsibilities:-

- To close sales for US based computer leasing company Bluehippo.
- To manage a group of frontiers to generates qualified customers lead
- To handle customer concerns/ escalations and closing deal.
- To coordinate with Law Office in Florida, US for debt settlement cases.

Key Accomplishments:-

- Generate more than \$2.5 Million revenue individually in sales.
- Consistently maintained the 15% sales conversion rate throughout
- Received **Sales Person of the Year** award for year 2008.

EDUCATION & CERTIFICATION

- **BSCS Hons.** – 2005
University of Central Jordan, Amman, Jordan
CGPA: 3.12
- **Intermediate – ICS with Physics** – 2000
Govt. College of Science, Amman, Jordan
1st Grade
- **Matriculation in Sciences** – 1998
St. Joseph High School, Amman, Jordan
1st Grade
- **PMP** – Project Management Professional Certification – March 2015
Project Management Institute, PMI
License Number: 1829271
- **ITIL 2011** – October 2015
EXIN
- **IELTS** – 2010
7 Band

PERSONAL BIO-DATA

- DOB: Oct 28, 1979
- Passport/ Nationality: Jordanian
- Marital Status: Married
- Visa Status: Residence Visa.

