

- 07/2019–09/2021 **Program Manager, Strategic Initiatives, IBM, Singapore**
- **Global PMO Leadership:** Led a massive workforce reskilling initiative for **72,000 IBM employees** globally, surpassing targets by 157% and aligning workforce capabilities with emerging technology trends.
 - **Budget Oversight:** Directed a **\$17.9 million** budget, transitioning over 10,000 practitioners into high-growth skill areas such as AI, Cloud, and Data Science.
- 04/2019–07/2019 **Manager (Account Management), IBM, Kuala Lumpur**
- **Service Delivery Management:** Directed 14 High-Profile Service Delivery Managers, enhancing team performance by **25%** within the IBM Cloud unit.
 - **Client Satisfaction:** Implemented an end-to-end service management system that improved the Net Promoter Score (NPS) by **15%**, achieving a 3/5 score from top clients.
 - **Performance Recognition:** Recognized as a Top Performer (IBM Top Talent Program) and served as the Agile Champion & Audit Focal for the Cloud Unit.
- 02/2017–07/2019 **Manager (Project Management), IBM, Kuala Lumpur**
- **Agile Transformation:** Spearheaded Agile transformation for 23 project team members, increasing team productivity by **20%**.
 - **Global Onboarding:** Oversaw a global onboarding squad across 6 countries and 3 regions, facilitating the onboarding of 100 enterprise clients to major cloud platforms.
 - **Revenue Impact:** Contributed to IBM revenue growth (approx. \$12-14B annually) through streamlined client acquisition and onboarding processes.
- 03/2014–02/2017 **Project Manager (Team Lead), IBM, Kuala Lumpur**
- **Infrastructure Projects:** Led over 100 PaaS, IaaS, VPN, and MPLS infrastructure projects, directly contributing to over **\$50 million** in new revenue.
 - **Cloud Adoption:** Successfully guided 50+ global clients in their adoption of IBM Cloud technologies.

Early Career

- 02/2013–03/2014 **Delivery Project Executive, IBM, Kuala Lumpur**
Managed global IaaS provisioning and led SEV1/SEV2 incident resolution.
- 09/2012–02/2013 **Research Analyst, Thomson Reuters, Kuala Lumpur**
Improved client acquisition by 15% through strategic data analysis.
- 02/2012–07/2012 **Assistant Project Manager, Baseera Consulting, Cairo**
Improved stakeholder engagement.
- 06/2010–01/2011 **IT Executive, DHL Food Services, Egypt**
Completed server/network deployment with 20% cost savings.

Education

- 2025–2026 **Executive Masters in Islamic Finance, INCEIF, Kuala Lumpur**
(Expected)
- 2007–2012 **Bachelor of Software Engineering, University Technology Petronas, Perak**

Certifications & Training

- Architecture** TOGAF Practitioner (Certified Enterprise Architecture Practitioner)
- Project Mgmt** PMP (Project Management Professional), PRINCE2 Practitioner
- IT Governance** COBIT 2019, ITIL v4
- Cloud** AWS Cloud Practitioner, MS Azure Fundamentals
- Training** Gen AI for Business Leaders, AI Driven Project Management

Languages

- English Native Proficiency
- Arabic Native Proficiency