**Issam EDDOUMI, PMP**

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 **SUMMARY**

* A highly skilled and results-driven Project Manager with 10 years of experience in the service industry.
* Experience leading cross-functional teams to deliver projects within budget and on time project and in accordance with organizational policies, standards and procedures obtained while working at Bank of Africa, Morocco.
* Equipped with a strong understanding of computing principles, software development methodologies, and business processes, I am committed to delivering successful projects by meticulously planning, managing risks, and ensuring effective communication with stakeholders.
* Proven ability to make impactful recommendations through a solutions-oriented attitude gained through performing gap analysis during or prior to projects, resulting in successful project outcomes and stakeholder satisfaction.

**Languages:** Fully bilingual, English and French written and spoken in addition to Arabic as first language.

**Computer/Technical skills:** Microsoft Office Suite, MS Visio, MS Project, SAP Business Objects, JIRA, Trello, HOPEX Business Process Analysis, SQL, UML, C# .NET

**WORK EXPERIENCE**

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| **Project Manager***Bank of Africa, Casablanca, Morocco* |
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 | 2013-2023 |  |

* Managed the implementation of IT solution projects, continuous improvement projects and Process optimization and automation projects.
* Analyzed, evaluated business processes and identified areas of improvement, and documented business processes and workflows using flowcharts and visual modeling tools.
* Developed comprehensive solutions for business challenges by leveraging expert understanding of technology, business process analysis methods and workflow analysis, and related approaches, such as Flowcharting and Value Stream Mapping.
* Successfully led the implementation of an Information technology system, resulting in a 30% increase in operational efficiency.
* Implemented process optimization strategies that reduced processing time by up to 45% while maintaining high quality standards.
* Spearheaded project planning and business case preparation in collaboration with client managers to identify strategic needs and opportunities for IT solutions.
* Conducted comprehensive feasibility evaluations of various approaches to solving business problems.
* Maintained project plans and associated communication documents and monitored project progress to ensure it remains on track, and meets deadlines.
* Ensured proper risk management by assessing and documenting all risks and initiated mitigation/contingency plans as necessary.
* Collected requirements, Defined project scope, objectives, and deliverables that supported business goals in collaboration with senior management and stakeholders.
* Created work breakdown structure, developed the project baselines, estimated the resources and participants needed to achieve project goals and scheduled projects using project management tools.
* Demonstrated strong time management skills in managing large projects with multiple internal and external stakeholders by effectively assigning technical Work Packages in conjunction with functional managers.
* Worked cross-functionally with other departments or teams as needed to facilitate change management for smoother transitions and minimized disruptions during system updates and process changes.
* Spearheaded the implementation of appropriate change management strategies for all supported applications.
* Formulated and executed highly effective communication strategies for new projects and business process changes.
* Offered seamless maintenance and support services for supported applications while proactively addressing client concerns.
* Worked with the project team to identify roadblocks, helped resolve them, and ensured progress is made.
* Provided a progress report to the Steering Committee on the progress of the project, problems encountered, and solutions, by preparing presentation material, leading meetings, and producing transcript of the meetings and records of decisions.
* Reported arbitration points to the Steering committee and tracked project milestones and deliverables.
* Created and delivered compelling and impactful training programs, customizing content to cater to individual learning requirements and objectives and ensuring clear and engaging communication to promote effective collaboration and understanding among stakeholders.
* Documented the lessons learned at the end of a project during the closure phase to improve processes, mitigate risks, and avoid mistakes in future projects.

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| **Statistician Analyst***Bank of Africa, Casablanca, Morocco* |
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 | 2010-2013 |  |

* Measured and monitored regularly a large set of KPI for multiple lines of business to ensure tracking of any deviations from assigned targets.

**EDUCATION AND TRAINING**

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| **Master’s degree in computer engineering** | 2010 |
| *The National School of Mines of Rabat (ENSMR), Morocco* |  |
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| **Preparatory Classes MPSI/MP** (Mathematics, physics, and engineering science) | 2007 |
| *Med Reda Slaoui High School, Agadir, Morocco* |  |

**CERTIFICATIONS**

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| Project Management Professional (PMP)®ITIL®4 FoundationProfessional Scrum Master I (PSM)Professional Scrum Product Owner I (PSPO)IRCA Quality Management Systems ISO 9001 v 2015 | July 2023March 2023 March 2019April 2019 July 2018 |