**MOHAMED YOUSSEF**

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**SUMMARY OF QUALIFICATIONS**

* Dedicated and resourceful individual with more than 10 years of experience in Project Management, Business Analysis, Finance & Fraud, IT and Business administration
* **PMP (Project Management Professional)-**Project Management Institute (PMI)
* **Bachelor’s degree of Science in Business Administration BBA**
* Excellent communication skills in Arabic, English and French (**SLE Second language CCE**)
* Proficient use of Microsoft Office Suite (Word, Excel, Pivot table, Azure Devops, Ms Planner, PowerPoint, Ms Project, Power BI, Access, using search databases.
* Learns quickly and is motivated to apply new knowledge.
* collaborative, enjoys helping others and being part of a team.
* Ability to problem solve and effectively prioritize and execute tasks in a high-pressure environment.

**WORK EXPERIENCE**

# Indeterminate Project Manager/Business Performance Analyst AS-04

Business Performance and Results Strategic Business & Investment Management Since June 2023 Transport Canada

**Business Analyst/Reporting:**

* Act as a liaison between OPIs (Office of Primary Interest), DGO (Director General's Office), and external stakeholders.
* Facilitate communication and collaboration between these entities.
* Lead and delegate specific tasks, by providing support in areas that align with every employee’s skill and expertise.
* Ensure adherence to timelines for various plans, including the Departmental Plan, DPSD (Departmental Plan for Service and Digital), MAF (Management Accountability Framework), RISK (Enterprise Risk), DAC (Departmental Audit Committee), and DDR (Departmental Results Report).
* Ensure compliance with timelines for each project.
* Engage and support project teams to ensure the fulfillment of project Benefits Plans.
* Provide assistance to ensure that projects are delivering the expected benefits.

**Project manager Analyst:**

* Led the design, development, and coordination of project initiatives to meet operational.
* Analyze risk management mitigation procedures, reporting progress to senior management and project stakeholders.
* Planned and monitored the delivery of financial resources for projects.
* Reviewed reports, decks, briefings, and presentation findings for project-related issues to inform stakeholders.
* Developed quality standards and defined and implemented approaches to develop new capacities and culture shifts in response to emerging changes.

**Financial Analyst SBB (Commerce Officer)- CO-01 – Ottawa February 2023 – June 2023**

**Innovation, Science and Economic Development Canada**

* Reviewing financial statements, budgets and other financial analysis to plan and evaluate financial sustainability of organizations.
* Reviewing and interpreting financial statements and providing related advice, including analysis
* Assessment of financial strength of organizations in relation to a funding application or business plan

## Remote Bilingual Fraud Analyst October 2019 – February 2023 TD BANK

* Provides input and develops recommendations for process and customer service improvements.
* Stays abreast of financial crimes risk trends, relevant regulations and compliance standards.
* Monitors and analyzes various information provided through detection systems, tools, reports, or manually to evaluate, investigate and determine required actions.
* Supports the collection of evidence and information to be used for multiple purposes including incident reports/filings, loss prevention, litigation and criminal prosecution, management information and statistics, and process improvements.
* Documents actions and information found throughout the investigation to develop and maintain account/case files.
* Develops and maintains an understanding of the financial crime management processes, frameworks and techniques.
* Gathers and formats data into regular and ad-hoc reports, and dashboards.
* Analyzes data and information to provide insights and recommendations.
* Executes routine tasks such as service requests, transactions, queries etc. within relevant service level agreements.
* Provides notification, information and instructions to internal/external stakeholders related to incidents as necessary.
* Completes complex & diverse tasks within given rules/limits and may include handling escalations from other employees.
* Analyzes issues and determines next steps.
* Broader work or accountabilities may be assigned as needed.

**Qualifications:**

**Junior project manager Dec 2016 – June 2019**

**Tunisian Company of Electricity and Gas**

* Mandate: Launch of the First Purchasing application: ARBAH
* Conducted extensive market research and competitive analysis to identify key trends
* Worked closely with stakeholders to define project scope, goals, and deliverables.
* Developed and maintained project plans, schedules, and budgets to ensure timely delivery
* Conducted user acceptance testing to ensure that the application met the needs and requirements.
* Managed project risks and issues, and developed mitigation plans as needed.
* Coordinated with vendors and third-party service providers to ensure that all deliverables were completed on time and within budget.
* Provided regular status updates to senior management and stakeholders on project progress, risks, and issues.

**Junior Project Manager**

**Teleperformance, Tunisia - June 2013 to December 2016**

-Work closely with technical and functional teams to successfully complete software development projects.

-Plan and track project development activities, ensuring deadlines are met and deliverables meet company quality standards

-Analyze the functional requirements of projects and formulate solutions to meet customer needs

-Participate in the development of project test and validation plans, ensuring that the results are in line with customer expectations

-Collaborate with development teams to identify project issues and risks and propose solutions to address them

-Ensure communication with clients throughout the project, ensuring that their needs are understood, and their expectations are effectively managed

**EDUCATION**

World Education Services: International Credential Evaluation

**Bachelor of Science in Business** - Management PME-PMI 2016

Higher Institute of Technological Studies, Sousse, Tunisia

**PMP (Project Management Professional)-**Project Management Institute (PMI) March 2023

**Google Project Manager, certified by Coursera.**

**Data Analysis Fundamentals, certified by IBM.**

Skills acquired: project management methodologies, planning, execution, monitoring and control, communication management, stakeholder management, risk and change management.