# Salem Al-Tamimi

**Program Manager (Associate Director Level)**

Seasoned Program Manager with 18+ years in IT and financial services, located in the UAE. Holds a Computer Science degree and certifications in PMP, PMI-ACP, and LSSGB. Excelled at RBC, where he led strategic and regulatory IT projects. Skilled in Agile, risk management, and tech integration (AI, ML, BPM, RPA, Cloud, etc.). Strong in communication, leadership, and innovation. Fluent in English and Arabic.

## Credentials

### University of New Brunswick
*Bachelor of Computer Science degree*
*Aug 1999 - Apr 2005*

### Project Management Institute
Project Management Professional (PMP)
Issued on July 2023

Agile Certified Professional (PMI-ACP)
Issued on Dec 2018

### AIGPE Institute
Lean Six Sigma Green Belt (LSSGB)
Issued on May 2023

## Top Skills

Agile Project Management

Risk Assessment and Management

Systems Analysis and Design

Change Management and Service Delivery

Data Governance and Regulatory Compliance

Software Engineering and SDLC

## Contact Details

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# Experience

## Senior Project Manager / Program Manager (Associate Director - Strategic Programs)

*RBC Capital Markets | Halifax, Canada | Nov 2021 - Sep 2023 (1 year 10 months)*

- Reported to the Director of Strategic Projects. I managed a portfolio of multiple strategic and regulatory IT projects for Royal Bank of Canada (Canada's largest bank) in the Capital Markets division.
- Coordinated with Product Owners and Project Managers to ensure program and project milestones were on track and on budget.
- Three Project Managers and two technical team leads reported to me.
- Created regular project status reports for senior stakeholders, documenting achievements, milestones, risks, and scorecards based on project KPIs.
- Worked with cross-functional teams on hierarchical Jira Dashboards, Agile Boards (Scrum / Kanban), and Portfolio reporting to highlight project achievements, status, blockers, and risks.
- Worked on project resourcing and budget planning, budget proposals based on Headcount, and tracked monthly, quarterly, and YTD P&L based on expenses and project costs.
- Projects worked on included Regulatory Compliance (US Federal Reserve Banking Regulator), Data Lakes, Data Lineage, Data Controls, Data Quality, Data Science / AI / ML (Machine Learning), and Workflows.
- Promoted from Senior Project Manager to Program Manager 6 months after hire due to exemplary performance, and successfully completing all projects assigned within the allocated time and budget.

## IT Project Manager

*Citco Technology Management | Halifax, Canada | Jul 2019 - Nov 2021 (2 years 5 months)*

- Reported to the PMO (Project Management Office). I managed an enterprise-level workflow and Business Process Management project with Microservices, integrating with other systems across CTM (Citco Technology Management), and utilizing cross-functional resources.
- Oversaw the planning, development and maintenance of BPM (Business Process Management), Workflow, Data Lake, Data Warehousing, and other operational, and strategic initiatives.
- Strategic initiatives included data efficiency initiatives via Intelligent Automation, ML,
- RPA (Robotic Process Automation), and AI data analytics tools (IBM Watson, SAP HANA).
- Coordinated with Product Owner and Steering Committee to write, communicate, and agree on Project Charter.
- Managed project SDLC from planning through requirements gathering, development, Quality Assurance, User Acceptance Testing and Prod support.
- Collaborated with Product Owner and Business Analysts to understand roadmap, scope, and Agile/Project standards.
- Coordinated with Change Management to create and review Change Orders.
- Reported to PMO and IT Governance Team, creating regular project status reports and managing risks.
- Hosted Agile Ceremonies, including Daily Scrums, Sprint Grooming Sessions, Sprint Reviews, and Retrospectives.

## Other Courses/Certifications:

- ChatGPT and Artificial Intelligence (AI) for Project Managers (by Phill Akinwale) Issued on Feb 2024
- Cloud Computing with Amazon Web Services (by Karan Brar) Issued on Aug 2019

## Technical Skills

- Project Management (MS Project, Jira, Asana)
- Collaboration (SharePoint, Confluence, GitHub, Slack, Webex, Teams, Zoom)
- Cloud (AWS, MS Azure)
- Databases (Oracle, PostgreSQL, SAP HANA)
- Programming (.NET, Java, Python)
- AI (ChatGPT, IBM Watson, SAP AI)
- Business Process Management and Automation (Tibco BPM, Nintex, Blue Prism RPA)

## Interpersonal / Soft Skills

- Communication
- Leadership
- Teamwork
- Ethics and Stewardship
- Problem Solving
- Conflict Resolution
- Critical Thinking
- Hard Working
- Adaptability
- Influential

## Personal Info

- Citizenship: Canadian
- Marital Status: Married
- Children: None

## Spoken Languages

- Arabic (Native)
- English (Fluent)
- Swahili (Fluent)

# Experience (Continued)

### Project Coordinator / Technical Specialist

*Citco Technology Management | Halifax, Canada | Nov 2015 - Jul 2019 (3 years 8 months)*

- Reported to the Technical Expert (VP of Development). I managed a cloud-based application built as a cross-functional Tibco BPM (Business Process Management) system with custom business-specific components developed in Java (using Springboot Framework), and TIbco BW (Business Works) as the ETL tool for Data Migration and Integration.
- Coordinated with Business Analysts and the Product Owners for business requirements gathering and worked with the development team and Change Management to coordinate development, implementation and delivery.
- Worked directly with other project managers and functional managers to coordinate cross-functional shared resources, timelines, backlogs/defects, and team progress reports.
- Worked with the QA (Quality Assurance) testers to ensure application was fully vetted before proceeding to UAT (User Acceptance Testing).
- Assisted with collecting metrics required for KPIs and project reporting requested by upper management.
- Coordinated with Application Support for post-release long-term product maintenance, and support.
- Took part in Strategic discussions for core functionality including for Machine Learning / Artificial Intelligence, Intelligent Automation, and RPA.
- Clients and End-Users hailed from North America (US, and Canada), Caribbean (Bermuda, and Curaçao), Europe (Ireland, UK, and Lithuania), Middle-East (UAE) and Asia (Singapore, and Philippines) .

### Technical Lead

*Citco Technology Management | Halifax, Canada | Jun 2012 - Nov 2015 (3 years 5 months)*

- Reported to the Project Manager. I was responsible for designing and managing (in agile) a multinational enterprise application for fund management teams at Citco (the world's largest Hedge Fund Administration company).
- Worked with the clients / end-users to perform Systems Analysis on pre-existing systems to identify all pain points and inefficient manual processes.
- Worked with the Product Owner to complete a comprehensive Business Requirements Document.
- Worked with the Project Manager to formulate a suitable solution based on Systems Analysis and BRD.
- The application was implemented as a SharePoint data management/workflow solution with a C# (.NET) custom web parts component to fulfill specific business requirements.
- Led the development and database administration team to ensure project was completed per specified business requirements document (Waterfall approach).
- Coordinated with testers to ensure test cases were all-encompassing and completed successfully.

### SharePoint Consultant

*RapidMind Solutions Inc. | Saint John, NB | Nov 2008 - Jun 2012 (3 years 8 months)*

- Worked for a SharePoint development and Project Management Consultancy (PMC) where I reported to the CEO and conducted onsite and offsite Systems Analysis of clients' business processes to identify and propose system solutions for process improvement. The solution provided included an Architectural design and Project Implementation Plan.
- Provided cost/benefit and SWOT analyses for each proposed solution to provide metrics for the client's decision-making process.
- Designed, implemented, customized, and administered .NET, SharePoint, Branding, InfoPath Forms, and Workflow solutions for clients in various industries.
- Collaborated with the on-site project managers to ensure solutions were implemented effectively end to end across the SDLC.
- Collaborated with clients' Change Management processes to deliver completed products in accordance with company standards and governance processes.
- Worked with Fortune 500 and government clients across Canada in various industries, including Plains Midstream Canada (Oil & Gas), Travel Alberta (Tourism), City of Calgary (Government), Prop2Go (Real Estate), and the Government of Newfoundland & Labrador (Government).