# ADHAM MOHAMED

**IMPLEMENTATION & OPERATIONS | PROJECT COORDINATION | CLIENT ONBOARDING**

Hiram, Georgia / Atlanta metro | 770-652-4008 | adham_hamada@live.com

linkedin.com/in/adham-mohamed-mahrous | adham-mohamed.com

## PROFESSIONAL SUMMARY

PMP-certified implementation and operations professional with 9+ years across regulated banking, client-facing operations, project delivery and cross-functional implementation. Experience includes Jira-based delivery, requirements, UAT/pre-launch testing, issue reporting, go-live support, digital adoption, training and customer support.

## CORE SKILLS

Project Management | Implementation Coordination | Requirements Gathering | Business Requirements Documentation | Client Onboarding | Jira | Agile/Sprint Planning | Backlog Management | User Stories & Acceptance Criteria | UAT/Pre-Launch Testing | Defect & Issue Tracking | Release/Go-Live Support | Data Validation | Training | Vendor Coordination

## PROJECT & PROFESSIONAL EXPERIENCE

### Project Manager (Freelance) | AC Direct Supply

Remote | Sep 2024 to Aug 2026 | Concurrent freelance engagement

- Managed an approximately six-month HVAC e-commerce and lead-generation implementation from planning through launch and stabilization, coordinating a five-person team, four suppliers, freight partners, installers and customer-service workflows.
- Built Jira delivery using epics, stories, tasks/subtasks, sprints, backlog, boards, dashboards, timelines, releases, reports, story points, priorities, acceptance criteria, definition of done and bug/QA tracking.
- Defined work across discovery, information architecture, catalog, lead capture, installation/services, checkout, shipping/pickup, financing, SEO/content, QA, launch readiness and stabilization.
- Created user stories and acceptance criteria, decomposed work into subtasks, tracked dependencies and defects, and coordinated QA across desktop and mobile customer journeys.
- Used sprint progress, burndown, release tracking, priorities, due dates and issue status to monitor delivery across workstreams.
- Supported an operation that completed 200+ orders and coordinated supplier-to-customer shipping, freight, installers and customer follow-through.

### Consumer Banking Relationship Specialist | Bank OZK

Douglasville, GA | May 2025 to Present

- Coordinate onboarding, documentation and compliance for approximately 20 new accounts per month, including 3-4 business accounts; resolve complex cases with Back Office, Operations and Legal.
- Handle 5-10 customer transactions and service requests daily; resolve account, ATM, mobile-banking and online-banking issues.
- Participated in pre-launch testing for Bank OZK's new mobile app, tested customer workflows, documented issues and feedback, and supported launch readiness and adoption.

## ADHAM MOHAMED

Implementation, Operations & Project | Banking, process and client-service experience

### Senior Banker | National Bank of Egypt (NBE)

Alexandria, Egypt | Dec 2018 to Dec 2024

- Handled 20+ customers and 20+ transactions or cases per day; coordinated complex work with Customer Service, Back Office, Audit, Central Unit and Head Office.
- Trained approximately 5-10 employees, reviewed work and corrected errors; prepared daily, weekly and monthly operational reports in a 25+ employee branch.

#### SELECTED IMPLEMENTATION & PROCESS EXPERIENCE

### Inheritance Records Centralization

NBE branch implementation | Approximately two months

- Worked on a three-person branch team that processed and validated 1,000+ records in a paper-to-system migration. Validated records, recalculated amounts, tracked progress, identified and escalated discrepancies, and monitored post-implementation accuracy.

### Digital Banking Rollout

NBE | 1,000+ customers

- Supported website/mobile testing, issue and bug reporting, employee/customer training, feature guidance and post-launch customer support.

#### EARLIER EXPERIENCE

### Customer Service Representative | National Bank of Egypt (NBE)

Alexandria, Egypt | Nov 2017 to Dec 2018

- Resolved account, card, transaction and digital-banking issues; maintained case records and escalated recurring problems.

### Teller | National Bank of Egypt (NBE)

Alexandria, Egypt | Apr 2017 to Nov 2017

- Processed cash, checks, deposits, withdrawals and transfers; balanced cash and verified transaction documents.

### Call Center Representative - Vodafone UK Billing Team | ECCO Outsourcing

Alexandria, Egypt | Nov 2016 to Mar 2017

- Handled billing and service calls, explained account information, resolved issues and documented outcomes.

#### EDUCATION & CREDENTIALS

### Bachelor of Business Administration, Major: E-Commerce

Arab Academy for Science, Technology & Maritime Transport | Alexandria, Egypt | 2012-2016

Project Management Professional (PMP), PMI | Aug 2026

Google Project Management Professional Certificate | IBM Project Manager Professional Certificate | Google AI Professional Certificate

#### TOOLS & ADDITIONAL INFORMATION

Jira (epics, stories, tasks/subtasks, boards, backlog, sprints, dashboards, timelines, releases, reports, priorities, story points, acceptance criteria, definition of done, QA/bug tracking) | Microsoft Excel (PivotTables, basic IF formulas) | Microsoft 365 | Teams | Google Workspace | Oracle FLEXCUBE | WordPress | WooCommerce | Monday.com (basic) | Asana (basic) | SQL (basic)

Arabic - Native | English - Professional

Authorized to work in the United States without current or future employer sponsorship.