

# Ala'a Naser

## SR. PROJECT MANAGER

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### Professional Summary

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Resourceful professional service consultancy and project management experience with over 18 years of experience in IT banking SW solutions, I am well-positioned to make an immediate positive impression. My key areas of expertise include, not limited to the following:

- Professional Project Management Specialist with experience working with teams to accomplish short- and long-term project goals. Willingness to take on added responsibilities to meet team goals.
- Negotiating difficult decisions with colleagues, senior managers, and third parties.
- Delivering results on time, within budget, and to the highest specification.
- Developing accurate and achievable project plans.
- Excellent knowledge on Omni-channel & Digital Transformation banking systems such as Electronic Cheque payment solutions | ATM's Financial Services Solutions | Card Payment and Transaction processing | ATM Switches & EMV | Currency Template Management | Interactive Teller Machines.

### Experience

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#### NCR Corporation Sr. PS Project Manager - LEVANT

Amman, Jordan  
2016 – Present

- Responsible and managing NCR ATM banking solutions in LEVANT area (Jordan, Palestine, Iraq, and Lebanon).
- Expert in AANDC/EMV platform, Solidore ePO (Trellix), HDE (Winmagic), software distribution, and cheque archiving system implementation and training.
- Led cross-functional PS team to deliver projects effectively, and manage expectations to resolve impediments by working closely with the team.
- Assisting banks with their Audit queries on EMV Certifications, PCIDSS compliance.
- Working closely with our customers to understand in detail the use cases and business processes, to define and implement the solutions.
- Handling different projects at the same time, prioritize and deliver them as per schedule by effectively leveraging of Agile and Scrum methodologies.
- Working with various teams around the organization, including Sales to ensure resources are aligned with short- and long-term demand.
- Develop comprehensive project plans to merge customer requirements with company goals and coordinate various managers and technical engineering teams during all project phases, from initial development through execution and closing.

#### NCR Corporation Sr. Professional Services Consultant – MEA

Riyadh, Saudi Arabia  
2008 – 2016

- Implementing cheque clearing solution and iTran\cheque processing with the archiving system in MEA (Saudi Arabia, Bahrain, Ghana, and Libya)
- Implementing NCR Aptura Vision solution in MEA.  
Vision solution receives end point cash data and real-time transaction data to provide a holistic view of the ATM channel performance. providing all the incident management and operational intelligence of previous generations of management systems and combines it with real-time.

- Communicate proactively with all involved personnel to identify problems, create solutions, and implement efficiency improvements.
- Create a detailed work plan which identifies sequences of the activities needed to complete the project.

**Progress Soft Corporation**  
**Technical Support Engineer - Team leader**

**Amman, Jordan**  
**2006 – 2008**

- Implementation and Deployment Electronic cheque-clearing software in different environments (UNIX, REDHAT, AIX and Windows server)
- Deploy using Oracle Application and tomcat, Java.
- Experience of Oracle Backup and sync Oracle DB by RAC (real application Cluster) and DG (Data Guard) topology.
- Problem-solving skills with the ability to replicate diagnose and resolve problems.

**Al\_Rahal Electronic System**  
**Technical Engineer**

**Amman, Jordan**  
**2005 – 2006**

- Network management, Internet infrastructure, enterprise software, and configuration Routers and Switches.
- Monitoring the availability and functionality of networks and systems, detecting and reporting problems.
- Implement data, software, and hardware security procedures.
- Participating in testing and installing system modifications and upgrades.

## Education

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Philadelphia University  
 Bachelor's degree in IT Software Engineering

Amman, Jordan  
 2000 - 2005

## Languages

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- Arabic – Native Language
- English – C1

## Skills & abilities

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- **Project Management:** Agile Methodologies, Scrum, Waterfall, Risk Management, Stakeholder Engagement, Budget management, Project Planning, Client Relationship Management, Scope Management, Cross-Functional Communication, KPI Tracking, Client Relations, Team Leadership, Budget Control, Gantt Charts, Project lifecycle management and Change Management
- **Analysis Skills:** Systems Analysis, Diagram and Design - UML and DFDs.
- **Technical Skills:** Oracle, SQL, Windows servers and UNIX.
- **Tools & Platforms:** JIRA, Confluence, Professional Services Automation (PSA) and MS Project.
- **Interpersonal skills:** Team Leadership, Decision-making, Conflict resolution, Multi-tasking, and Client communication.

## Courses certifications at NCR Corporation

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- Implementing and troubleshooting APTRA Advance NDC
- APTRA XFS Services
- Interactive Teller Machine training for PS
- EPP and the Implementation of Remote Key Management (RKM)
- Skimming Protection Solution
- Intelligent Fraud Detection Solution
- APTRA Advance NDC Cash In
- Cash Recycling Training for the new Self Serv ATMs
- Multivendor Application on Diebold and Wincor ATMs
- NCR Aptra Security for Self-Serv ATMs
- Solidcore ePO (Trellix) Suite for APTRA
- HardDisk encryption (Winmagic)
- Cheque clearing solution and Archiving
- Aptra Vision software distribution and monitoring system

## Certifications

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|---|-------------|
| • PMI-(PMP) ® Certification Number: 3904549   | <b>2024</b> |
| • Microsoft Project Professional              | <b>2024</b> |
| • Cisco Certified Network Associate (CCNA     | <b>2007</b> |
| • Microsoft Certified Systems Engineer (MCSE) | <b>2007</b> |

## Hobbies

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- Swimming
- Football
- Traveling

## Personal Information

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Nationality: Jordanian, Date of Birth: February of 1982  
Gender: Male, Married and living in Amman, Jordan.