

# YOUSEF SHRAIM

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## PROFESSIONAL SUMMARY

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Strategic Business Relationship Manager and certified technology leader (PMP, CBAP, RMP, ACP) with 10+ years driving enterprise digital transformation across banking, investment, and healthcare sectors in the Middle East and global markets. Bridges the business-IT divide by translating organizational objectives into high-impact solutions improving operational efficiency, system integration, and compliance across regulated industries. Track record of delivering enterprise applications to large user bases, leading cross-functional teams, and managing risk across end-to-end project lifecycles. Equally fluent in Agile delivery frameworks and executive stakeholder engagement, bringing measurable business value at every stage of transformation.

## SKILLS

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- IT project management
- Business Analysis Professional
- Agile Delivery Professional
- Team Leadership Professional
- Strategic Planning Professional
- Data Analysis Professional
- Vendor Management Professional
- Risk Mitigation Professional
- Process Improvement Professional
- Cross-functional Coordination Professional
- Software Development Professional
- Project Management Professional
- Requirements Gathering Professional
- Customer Experience Professional
- Continuous Improvement Professional

## WORK HISTORY

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01/2026 - current

### **Business Relationship Manager**

**Warba Bank - Kuwait**

- Led the strategic interface function between business and IT at the enterprise level, overseeing all internal operations and ensuring every initiative was aligned with organizational priorities and delivered measurable business value.
- Managed and developed a high-performing team responsible for end-to-end demand shaping, requirements definition, and initiative governance translating complex business needs into structured, outcome-driven delivery plans across all bank divisions.
- Owned enterprise-wide strategic account planning and stakeholder engagement, serving as the primary point of accountability for IT-business alignment across all key business units influencing executive priorities and driving decisions that directly improved operational satisfaction and service retention.
- Delivered data-driven insights on market trends, digital capabilities, and competitive positioning, equipping senior leadership with the intelligence needed to evaluate new investments, prioritize transformation initiatives, and allocate resources effectively.
- Directed cross-functional delivery teams across the full operational lifecycle of the bank's digital and IT initiatives streamlining workflows, reducing delivery cycle times, and driving consistent execution excellence across all departments and functions.

02/2024 - 12/2025

### **Project Manager**

**Advance Technology Company - Kuwait**

- Managed the delivery of projects including ERP implementation, CRM rollout, and Employee Self-Service enhancements, ensuring alignment with business priorities.
- Introduced Agile practices such as sprint planning, retrospectives, and daily standups, which improved collaboration and predictability in delivery.
- Identified and mitigated project risks early (vendor delays, scope changes, resource constraints), ensuring projects stayed on track.
- Acted as the link between stakeholders (HR, Finance, Operations) and technical teams, translating business needs into technical tasks.
- Coordinated vendor RFPs and contract negotiations, securing solutions that met budget, quality, and timeline needs.

- Streamlined business processes and encouraged continuous improvement, strengthening delivery capability across the team.

04/2020 - 01/2024

**Senior Business Developer / Project Lead**

**Advanced Technology Company - Kuwait**

- Took ownership of key projects such as the Employee Self-Service system and internal HR applications, overseeing their design, development, and deployment.
- Collaborated with business stakeholders to gather requirements and translate them into technical tasks.
- Led a team of developers to deliver high-quality solutions, ensuring alignment with business needs and project timelines.
- Implemented Agile methodologies to improve team collaboration and productivity, including sprint planning and retrospectives.
- Mentored and coached junior developers, building team confidence and contributing to more efficient project delivery.

05/2019 - 02/2020

**Business Solution Developer**

**efinance Investment Group - Egypt**

- Contributed to the development and enhancement of enterprise applications to support critical business operations.
- Assisted in the migration of legacy systems to modern platforms, working with both technical teams and business users to ensure smooth transitions.
- Collaborated with project managers to clarify requirements and align deliverables with business needs.

01/2018 - 04/2019

**PHP Developer**

**Media Gate Studios - Egypt**

- Designed and delivered a full-scale e-commerce platform, handling both back-end logic and front-end integration.
- Coordinated with clients and internal teams to gather requirements and deliver solutions that met operational needs.

**CERTIFICATIONS**

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- Business Analysis Professional IIBA
- Project Management Professional PMI
- Project Risk Management Professional PMI
- Professional Agile Leadership Scrum.org
- Professional Scrum Master Scrum.org
- Agile Certified Practitioner PMI
- HTML5 Application Development Fundamentals Sololearn
- Associate Web Developer OutSystems II
- Foundational C# Microsoft
- Dynamics 365 Fundamentals Microsoft
- Scrum Fundamentals Certified (SFC) Scrumstudy
- Associate Tech Lead OutSystems II
- Delivery Specialist OutSystems

**EDUCATION**

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**Bachelor's Degree: Computer Science**

**Misr University for Science and Technology - Egypt**

Student Union, Social Committee Leader Organized events, encouraged student engagement, and led initiatives that strengthened community connections.

**LANGUAGES**

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**Arabic**  
Native

**English**  
Advanced