

# Baraa Bakhsh

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Portfolio Manager

## PROFILE

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- A senior Portfolio, program and project manager with a business and IT background, , guiding companies to fulfill their business objectives, and causing timely achievements.
- 11+ years of experience in Project Management, 5 of which, are in program management leadership, serving government, and global brands such IBM.
- A Master graduate and multifaceted certified professional boasting credentials and courses in Project Management.
- Demonstrated expertise in managing PMOs and EPMOs, ensuring streamline project execution and value realization.
- Strategic planning, business development, value-based engagement at C-Level, effective leadership to manage executive stakeholders, and value-added deliverables based on expertise in business and technology.
- Extensive track record in managing programs to best practice standards, adopting governance measures and compliance reporting, to ensure the fulfillment of project's deliverables on scope, schedule, and budget.
- Proficient in building effective teams, attracting and empowering talent, and developing productive work practices, in multicultural environments.

## CORE STRENGTHS

- Portfolio, Program, and Project Management
- Strategic Planning and IT Governance
- KPI Development and Management
- Business Development and Service Delivery
- Business Intelligence Reporting
- Business Process Reengineering &
- Key Account Management at C-Level
- Contracting and Third-Party Management

## ENTITIES AND INDUSTRIES

### Entity Name

- Ministry of Hajj
- IBM
- UNITEC

### Category

- Governmental
- Global
- Global

### Industry

- Public Services
- Infrastructure
- Education

## **PROFESSIONAL EXPERIENCE**

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**Deputy PMO Director | Portfolio Manager**

**January 2023 – Present**

### **Ministry of Hajj & Umrah**

- Oversee the project management office activities, enhancing strategic alignment and governance across multiple projects.
- Manage a portfolio of projects ensuring they align with broader strategic objectives and deliver on time, budget, and scope.
- Mentor and lead project managers, fostering a culture of continuous improvement Spearheaded 4 VRO Projects: Led 4 successful vendor relationship optimization (VRO) projects, focusing on improving vendor engagement and supply chain efficiencies.
- Improved project delivery timelines: Through effective planning and coordination, I successfully streamlined project workflows, resulting in improved delivery timelines.

**Portfolio Manager**

**January 2020 – Dec 2022**

### **Ministry of Hajj & Umrah**

- Developed and implemented portfolio management processes and guidelines, improving project delivery and stakeholder satisfaction.
- Managed a diverse portfolio of Hajj and Umrah service projects, integrating new technologies and methodologies to enhance service delivery.
- Prepared and presented persuasive project plans to senior stakeholders for approval.
- Fostered efficiency through the creation and integration of project management artifacts, automation, and operation workflow.
- Instrumental in setting up monday.com project management artifacts.

**Project Manager**

**Sep 2017 – Dec 2019**

### **Ministry of Hajj & Umrah**

- Directed multiple projects focusing on service improvements for the Hajj and Umrah pilgrimages, which attract millions of international participants annually.
- Successfully led initiatives that streamlined operations, including the integration of digital ticketing systems leading to a 50% reduction in operational bottlenecks.
- Collaborated closely with Saudi regulatory bodies to ensure all projects complied with new and evolving standards, thereby enhancing the safety and satisfaction of pilgrims

**Software Project Manager**  
**IBM, New Zealand**

**Part time Jan 2016 - July 2017**  
**Full time Nov 2014 - Dec 2015**

- Led a team in the development and delivery of over 300 application packaging solutions, using Microsoft application packaging frameworks for Windows 7 environments.
- Introduced innovative quality control processes and collaboration strategies with offshore teams in Malaysia, resulting in a 20% faster project delivery timeline.
- Developed a dynamic project management approach that adapted to evolving client needs, ensuring high satisfaction rates and establishing IBM as a preferred vendor for future contracts.

**Instructor - Introduction to Information Technology**

**April 2014 - Oct 2014**

**UNITEC, New Zealand**

- Designed and delivered a comprehensive curriculum on IT fundamentals to Level 4 students, emphasizing hands-on learning through projects involving Linux, SQL, HTML, and CSS.

## **EDUCATION AND CREDENTIALS**

- **Master of Computer and Information Science, Auckland University of Technology (New Zealand), 2017**
- Bachelor of Computing Systems, Unitec (New Zealand), 2014
- Foundation of Studies Part A, Lincoln University (New Zealand), 2011
- Associate's degree, Computer Science, Makkah Community College (Saudi Arabia), 2008
- PfMP Portfolio Management Professional Course
- PgMP Program Management Professional Course
- P3O Portfolio, Programme, and Project Management Offices Course
- **Certified PMP Project Management Professional, PMI**
- ITIL (Information Technology Infrastructure Library) Course
- Certified SSB Six Sigma Yellow Belt
- Certified LSSWB Lean Six Sigma White Belt

## **LANGUAGE**

- Arabic – Native Language.
- English – Fluent