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Belgian, born Lebanese on the 25th December 1963, married, two children

PMP, Prince 2 Practionner , ScrumMaster
Board member of PMI-Belgium chapter

Profile Summary

- Certified senior project-manager and Scrum Master, Program-Manager.
- Good communicator, team-motivator & leader, problem-solver and Result-driven.
- Proactive, can learn new business quickly and with ease.
- Responsible for carrying many projects amounting from 150k to 1.5 million Euros.
- Experienced IT professional with a rich technical and business background.

Skills Summary

Industries- Business areas		Banking(CRM, Accounts, Private-Banking, Securities), Insurance (Life and non-Life), Credits, Trade-papers, BPM Workflow, Reporting, risk management, Retail and Integrated Facility Services.			
Project Management		PMBOK, Prince2, ITIL, CMMI and SCRUM.			
Programming languages		COBOL, PL/1, APS, PASCAL, VBA (ACCESS), JavaScript, VBScript.			
Tools-Software		IMS DB/DC, DB2, ORACLE, DL/1, CICS, MEGA, MQ-SERIES, SPUFI, QMF, GTMS, FILE-AID, ABEND-AID, XPEDITOR, SDFII, MS-OFFICE, MSVISIO, UML, HTML, XML, Quality-Center, Dimensions. MS project, Open workbench, Clarity. SOPHIS, Triple' A, Actuate, Clearpriority and Business Objects.			
Infrastructure		Windows servers, SUN, UNIX, Disaster recovery procedures, Cluster implementations, Storage mirroring, XFB flows, Firewall and Antivirus settings.			

		French	**Dutch**	**English**	**Arabic**
Languages	**Written**	Fluent	Good	Fluent	Fluent
	Spoken	Fluent	Fluent	Fluent	Fluent

Education and Professional Courses

2014 at Kluwer	Certified Scrum Master, CSM certificate on 30 May.	
2010 at ING	Prince2 Practitioner, certificate on 4 March	
2009 at ING	Prince2 Foundation, certificate on 23 September	
2008 at Kluwer	PMI Project Management Methodology, PMP certificate on 1 December.	
2007 at Euroclear	MEGA	(10 days)
2007 at Fin-Force	Trade-papers Cheques and Drafts	(2 weeks)
2006 at Dexia	Introduction to credits Mortgages Professional credits Tax and credits	(10 days) (2 weeks) (1 week) (1 week)
1996 at Gitek	FPA (Function Point Analysis) Structured Analysis and Design Structured Knowledge Engineering	(1 month) (1 month) (1 month)
1994 at Oracle	ORACLE (PL-SQL) + FORMS	(16 days), Certificate: Oracle-Developer
1986 -1988	Bachelor Degree ('Graduate') in Computer Science At the Institut Supérieur Technique de l'Etat (Brussels)	
1986	Secondary level. Certificate: Scientific A at the "Athénée Royal de Saint-Gilles".	

Key Achievements

Project Management	• Carried successful E2E Software and Infrastructure projects. • Managed Parallel projects with quality, resources and dependency issues. • Managed multi-cultural, international and virtual teams. • Managed Cross-Border projects. • Negotiated with external providers and wrote contracts. • Performed Risk assessment for large projects. • Experienced with heroes management.
Financial	• Analyzed and developed many complex application. • Designed and managed delivery of Corporate Actions Transfers. • Decommissioned a central Client Portrait System. • Delivered many project solutions for regulatory requirements.
Insurance	• Managed Y2K tests for Life application. • Migrated/converted many insurance portfolios at several companies. • Developed a workflow for Paperless Back-office system. • Integrated flooding risk in Insurance policy and premium. • Created a new Follow-up system for Brokers.
Food and textile Distribution	• Converted an automatic supply system. • Controlled Electronic payments circuit with External parties. • Created an optimisation tool for store management during Sales periods. • Delivered a Fiscal inventory system for a distribution warehouse.
Integrated Facility services	• Managed a large program for an international banking institution. • Delivered Integrated Facility services • Build planning, Business continuity plan and risk log. • Monitored and controlled delivery of zero down-time technical maintenance services. • Neogitated Service level agreements and KPI's

Recent PM Assignments

06-2014 – Till present

Deutsche Bank
Business Project Manager

As a project-Manager I contributed to the following :
- Supporting the Business stakeholders, helping defining requirements.
- Management of several regulatory projects.
- Managing different providers teams for I-Series and JAVA developments
- Reviewer and approver of QMS processes from PM perspective.

04-2013 – Till present

Clearpriority S.A
Trainer

Clearpriority is an operational intelligence software that I implemented earlier at ING. My role is limited to training given my past experience.
- Build the foundation course.
- Trained the Clearpriority partners.
- Managed the off-shore development team to develop a test-case.
- Supported the staff in strategy and marketing package.

04-2013 – 06-2014

Sodexo Belgium S.A
Program Manager
Integrated facility services

As team-member of the project management team, I supported the **QoLS** (Quality of Life Services) platform by managing a large program to deploy integrated facility services for a key financial institution.

The Sodexo Services deployed covered cleaning, catering to zero down-time technical maintenance of data-centers.
- Developed the program planning.
- Managed program delivery and result risks.
- Negotiated with sub-contractors and managed the procurement track.
- Build integrated solutions across delivered services.

Supported the project management team manager to deploy project management tailor-made methodology.

06-2009 - 03-2013	**ING S.A.** **Project Manager**

09-2012 – 03-2013 **Securities domain**
Porting of a critical application from Unisys to .NET platform

Managing the porting of a critical application(Settlements) from a Unisys platform to a .Net platform with the market leader Asysco.
- Developed the project business case and cash-flow sheet.
- Hired the team and designed with the team the TO-BE solution.
- Managed requirements delivery.
- Negotiated with provider and managed the procurement track.
- Wrote the Fixed-time-Fixed–Price contract.
- Created the project schedule with internal and external suppliers.
- Managed risks related to unique key resources.

06-2012 – 03-2013 **Private Banking domain**
Life-cycle management project - Actuate 10.0

This project aimed to upgrade Actuate version 8.0 to version 11.0.
Actuate being the reporting tool integrated with Triple 'A, the portfolio management system.

- Managed requirements delivery.
- Coached the team for effort estimates.
- Planned quality assurance activities.
- Created the project schedule.
- Monitored and controlled project execution.

03-2012 – 03-2103 **Private Banking domain**
Software Installation project – Risk Ex-ante

The project aimed to install a risk portfolio management system. Risk Ex-ante (From FINCELL) allows optimization of portfolio management and strategies by means of simulations.

- Managed requirements delivery.
- Negotiated with External Party.
- Wrote the work-package contract.
- Created the project schedule.
- Monitored and controlled project execution.

09-2011 - 12-2011 **Private Banking domain**
Software Installation project – New Monitoring Tool

Took-over the project and delivered successfully by installing the **Clearpriority software.**
This Operational Intelligence Smart Pack was installed to monitor real-time events/issues related to the order management system.
- Managed User Acceptance tests.
- Managed operations stakeholders.
- Controlled delivery of Disaster recovery solution.

01-2011 - 09-2011 **Retail domain**
Operational Excellence Project - Business Lending model (BLM)

The project aimed to deliver a front-to-back operational management tool.
The workflow "Follow-up of credit requests" served as starting requirement.
- Managed Business Requirements and External providers
- Managed an international team of TIBCO experts.
- Introduced the Agile Method SCRUM.
- Used SCRUM as risk mitigation method.
- Created the project schedule.
- Delivered the project PID.

ING EXCO decided to put the project on Hold due to huge costs and uncertainties.

01-2010 – 01-2011	**Financial markets domain** **Software Installation project - SOPHIS MI**

The main objective was to provide an accurate and detailed PNL reporting for MRM users. This reporting must be based on SOPHIS platform and available ING worldwide on-time.
- Managed stakeholders and External providers
- Managed Requirements delivery.
- Created the project schedule.
- Project handed-over due to move to retail domain.

01-2010 –10-2010	**Financial markets domain** **Web development Project – e-BookBuilder 2nd Generation**

This project aimed to develop a secure web application to enhance ING Corporate bonds trading performances.

- Managed very busy users and Key-unique resources.
- Managed requirements delivery.
- Adapted Communication tools and methods to context.
- Managed continuously Project delivery and result risks.
- Delivered on-scope and on-budget with full compliance to CMMI.

01-2010 – 09-2010	**Financial markets domain** **Software Installation project - SOPHIS Contribution server**

The goal of this cross-border project was to align contribution activities in ING worldwide and decommission homemade software.

This was achieved by installing the SOPHIS Contribution server package.
- Managed stakeholders and External providers
- Managed Requirements delivery.
- Created the project schedule.
- Monitored and controlled project execution.
- Decommissioned Home-made software.
- Delivered the project according to initial scope.

07-2009 – 12-2010	**Financial markets domain** **Recovery of a large Cross-border Infrastructure project(SOPHIS DTAP & TOM)**

Recovered an Infrastructure project of 1500 K€, which aimed to :
- Install **D**ev, **T**est, **A**cceptance and **P**roduction environments for SOPHIS.
- Migrate the installed software and Databases from the Netherlands,
- Deliver a **T**arget **O**perating **M**odel to support this Software.

This migration was a big challenge since it was achieved while respecting the high availability of the system used by large amount of worldwide users.

Previous Assignments

09-2007 – 05-2009	**Euroclear S.A.** **Application Designer & Configuration Manager**

For the Single Platform Custody project:
- Designed the Corporate-Actions Transfers module.
- Controlled off-shore deliverables quality.
- Managed configuration processes and issues.

01-2007 - 08-2007	**Fin Force** **Testing Analyst**

For the Fixed-price Cheque application project (1.5 million €):
- Build the Test strategy.
- Supported the testing team.
- Managed the testing planning.
- Controlled quality of delivery.

01-2006 - 12-2006	## DEXIA Bank
	Functional Analyst

For the workflow of Single Platform for granting credits project:
- Made a "make or buy" assessment via SWOT analysis.
- Carried out the impact-analysis of using a Rule-Engine system.
- Designed the workflow to-be solution.
- Monitored and controlled the making of the data-model.
- Managed a team of three analyst-programmers and technical architect.

09-2004 - 12-2005	## Fortis Bank
	Senior Analyst-programmer

Developed many complex applications to manage:
- Complex bank mandates.
- Sleeping assets.
- Protection of the saving accounts for minors.
- Quality of account-relations.

10-2003 - 10-2004	## DVV Verzekeringen
	Senior Analyst-programmer

Achieved the integration of the flooding risk in the Home Insurance premium.

04-2003 - 10-2003	## City LAB & ATHALYS-EYELITE
	Project-Manager

Delivered two software development projects:
- Management of the Photography laboratory.
- A workflow system with planning and invoicing tool.

03-1999 - 04-2003	## Fortis Insurance
03-1999 - 03-2000	**Y2K Compliancy - Life Insurance**
	Y2K tests Manager

Managed the Y2K tests of the Life Insurance application.

04-2000 – 08-2001	**Data migration of 2 Life Insurance Portfolios**
	Senior Analyst-programmer

Realized the data migration of 2 Life Insurance Portfolios.

09-2001 – 09-2002	**KILL PCA (Portrait Client Assurance)**
	Project-Manager

Decommissioned a sensitive centralized system for the Insurance portrait of client.

01-2002 – 04-2003	**Paperless office for NON-LIFE Insurance – Workflow**
	Business-Analyst - Project-Manager assistant

Managed a team of three people to implement a solution for resource management in the workflow tool of the NON-LIFE INSURANCE.

Successful delivery led to the promotion of my Manager and 10 FTE's cost savings.

03-1998 - 02-1999	## ABB Verzekeringen
	Senior Analyst-programmer

Build a new system to follow-up broker's performances.

02-1996 - 03-1998	## Générale de Banque
	Senior Analyst-programmer

Developed the updating of the Central Customer database of the Bank.

| 09-1995 - 01-1996 | **Crédit Communal** |
| | **Functional Analyst (Security)** |

Designed the procedure to grant role-based access to new-users.

| 03-1994 - 08-1995 | **AXA Belgium** |
| | **Analyst-programmer** |

Developed Data migration of Group and Guaranteed Income Portfolios.
Successful delivery led to the promotion of my Manager.

| 10-1988 - 02-1994 | **Sarmag** |
| | **Analyst-programmer** |

Delivered many small projects (60 to 100md), managed from requirements till deployment.

Most Recent Testimonials

Bassam is an experienced, reliable and rigorous Project/Program Manager. I was his internal Client and we collaborated together on a very strategic pilot project, with a high level of potential risks, with one of our key Account at national and international level. During the overall period of time that Bassam was in charge of this project, approx. 14 months, he always kept the project on track, never lost control and at the end of the day, always pushed and motivated all the stakeholders in place to move forward constructively and deliver their job. Bassam is a hard worker, at all the times and especially when the project was facing issues. He focus on getting things done as planned, in a constructive and fruitful manner and is always ready to support and coach stakeholders in difficulties. On top of his professional skills, Bassam is a man with values and a very fair person to work with. If I have one recommendation to him it would probably be "Bassam, sometimes, you just need to do "nothing" and to rest; dont' you ?". :-). I would be pleased to collaborate again with him in the future. Thanks you Bassam ! And success for your new projects, Carine
Top Qualities: Great Results, On Time, High Integrity

Carine De Strooper, who hired Bassam Sater as Project Manager Consultant. April, 2013.

Bassam was appreciated as a PM by all our team members (analysts-developers-testers). He delivered the results he possibly could deliver in an environment where we are dependent on external suppliers, that don't always meet the agreed timelines. His project documentation and planning were according standards. We can recommend Bassam as a PM who works well in a team."
Top qualities: Personable, Good Value, High Integrity

Jef Benaets, who hired Bassam Sater as IT Consultant in 2009. September, 2011.

"I had a pleasure to cooperate with Bassam on major IT projects in the Financial Markets domain at ING Belgium for some years and was impressed by an energetic project manager. He is ready to deal with difficult situations and solve the problems on time. He shows all the time a strong determination to fulfill his goals, while being honest to others. A Project manager with lots of knowledge and pragmatic skills in his field. Insightful and self motivated. Ambitious employee."

Jan Bosmans, Project Manager, Data Flow Consultancy who worked with Bassam. September, 2011

"I had the pleasure to work with Bassam in a very challenging banking project. Bassam succeeded in managing a big team of developers, meeting expectations despite the high level of complexity and reporting to the business with transparency even in difficult times. Bassam has certainly a great ability to handle pressure and uncertainty; I can recommend him without hesitation."

Laia Porcar, IT Project Leader, ING Belgium who worked directly with Bassam. September, 2011

"A project manager who aims for quality."

Philippe Aelbrecht, Freelancer: Functional analyst - Developer, ING. Worked directly with Bassam. September, 2011.

"I had the pleasure to work with Bassam in a very challenging banking project in Lending Domain. Bassam is hard worker, team player and very professional."

Frederic Chalencon, Manager of Process Automation delivery team, ING Belgium (colleague). September, 2011

Hobbies and Sports

Fishing, Exotic Aquariums, Cooking, Swimming and Martial-arts