

SUNDUS MOHAMMED

PMP | IT Project Manager



Results-driven Project Manager with a strong track record of leading cross-functional teams and delivering complex IT projects on time and within budget. Skilled in Agile, Scrum, and Hybrid methodologies, with a focus on aligning project outcomes with business objectives and ensuring stakeholder satisfaction.

Education

- 2012 - 2017
Prince Sultan University - Saudi Arabia -
Bachelor's Degree in **Information Systems & E-Commerce**

Certifications

- PMP No. 4045839

Skills

- Stakeholder Management
- Client-Centric Approach
- Team Leadership
- Creative Problem Solving
- Agile (Scrum, Kanban)
- CRM & ERP Implementation, Power BI Reporting.
- KPI Tracking & Reporting
- Sprint Planning & Retrospectives

Languages

- English
- Arabic

Contact Me

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- Khobar - Saudi Arabia

Work Experience

- IT Project Manager | August 2024 - Present**
Tilal RealEstate Co.
 - Managed the **Tilal mobile app project**, aligning with strategic goals and user requirements through close collaboration with stakeholders and functional teams.
 - Successfully implemented **Zoho CRM**, boosting marketing automation, sales performance, and customer support.
 - Acted as a liaison across departments, identifying challenges and delivering solutions to improve overall business operations.
 - Applied a **Hybrid project management approach**, combining Agile for flexibility and Waterfall for milestone tracking and compliance.
 - Worked with the **Architect Supervisor** to align project scope, timelines, and deliverables with technical architecture.
 - Facilitated communication between architecture and development teams, translating business needs into technical requirements.
 - Oversaw all project execution aspects: **scope, schedule, budget, risk**, and stakeholder engagement.
 - Tracked KPIs and team velocity using **Jira, Azure DevOps, and Smartsheet** to ensure progress and continuous improvement.
 - Partnered with business stakeholders to manage expectations, report progress, and support decisions through regular committee updates.
 - Led an **Automated Business Intelligence project** to unify lead collection from Google Ads, TikTok, Instagram, Snapchat, WhatsApp, and Zoho Form.
 - Directed advertising campaigns with a **1M+ SAR budget**, overseeing agency execution and reporting outcomes to senior leadership.
- IT Project Management | 2021 - 2024**
CredibleCube
 - Led client requirement gathering to align tech solutions with business goals.
 - Worked with cross-functional teams to plan resources efficiently.
 - Tracked budgets and timelines, applying risk mitigation strategies.
 - Kept stakeholders informed with clear, consistent project updates.
 - Acted as the main client contact, building strong, ongoing relationships.
 - Managed change requests, assessing their impact on scope and delivery.
 - Oversaw ERP and CRM integration and support to match business needs.
- E-Commerce Specialist | 2018 - 2021**
CredibleCube
 - Led a team of 5 to manage and improve all aspects of eCommerce operations.
 - Applied SEO best practices to boost organic traffic and search rankings.
 - Created and optimized **Online Ads** to drive traffic and increase sales and brand awareness.
 - Used AI tools for dynamic pricing, customer segmentation, and personalized marketing.
 - Launched data-driven campaigns with marketing teams to boost sales performance.
 - Analyzed platform performance with AI insights to enhance UX and maximize ROI.
- Website Developer | 2017-2018**
The Beauty Secrets
 - Creating www.thebeautysecrets.com from scratch.
 - Managing the website, and doing regular updates on it.
 - Managing content of the website.
 - Ability to build websites using different platforms such as (Magento, WordPress, PHP, HTML & CSS, & and Shopify)
 - Managing Social Media Platform.