IT Project & Program Manager (PMP®)

Mohamed-Ayoub Benjelloun
• M8W 4C5, Toronto, ON, Canada
• (437) 449-3014
• benjellounayoub@gmail.com
• https://benjellounayoub.com
• https://www.linkedin.com/in/benjellounayoub

Professional Summary

Digital Transformation Specialist with 16+ years of experience delivering complex, large-scale programs across North America, Europe, MEA and the GCC. 10+ years leading and coaching distributed teams, driving Agile portfolio/program/project delivery, and enabling DevOps, Cloud, Data, and AI adoption. Bilingual (English, French), based in Toronto (ON), Canada.

Core Competencies

IT Program Management, IT Project Management, Product Management, Change Management, Agile Coaching, Design Thinking, Talent Acquisition, People Management, Technology Intelligence, Solution Architecture, Cloud, DevOps, Programming, Databases, APIs, Digital Strategy, Market Analysis, Audio-Video Production & Technology, Multimedia Processing, Photography.

Industries

Banking, Insurance, FinTech, E-Invoicing Regulations, Gas Transportation, Wind Farms, Electric Vehicles, Agriculture, Postal Services, Public Sector, E-Commerce, Audio-Visual & Medias.

Technologies

Bash, C, C++, Python, PHP, Javascript, Typescript, Django, Symfony, Zend, eZPublish, Drupal, Wordpress, NodeJS, React, Flutter, NextJS, Sencha, EmberJS, JQuery, HTML5, CSS3, SASS, LESS, Bootstrap, Tailwind, MySQL, PostgreSQL, Oracle, MongoDB, Redis, SolR, AWS, Microsoft Azure, RedHat OpenShift, Git, GitLab, Kubernetes, Docker, Jenkins, Terraform, Ansible, Elasticsearch, Logstash, Kibana, Grafana, Apache2, Nginx, Gunicorn, REST, SOAP, microservices, monolith, DRF, Postman, SoapUI, Apache JMeter, Locust, XML, JSON, UBL2.1, EN16931, RSA, X.509, Adobe Lightroom, Adobe Audition, LogicPro, Avid Media Composer, ProTools, Sibelius, ffmpeg, mido, python-rtmidi, pretty-midi, music21, fluidsynth, JIRA/JQL, Trello, Confluence, Azure DevOps, PowerBI, MS Project, Mural, Figma.

Certifications and Badges

- Project Management Professional (PMP®) – PMI (2025)
- IBM Quantum Conversations – IBM (2023)
- IBM Agile Achiever – IBM (2023)
- IBM Agile Advocate – IBM (2023)
- Machine Learning with Sound – IBM (2019)
- Enterprise Design Thinking Practitioner – IBM (2019)
- IBM Agile Explorer – IBM (2019)
- DevOps Master – EXIN (2018)
- Prince2 Foundation Certificate – AXELOS (2017)
- ITIL Foundation Certificate – AXELOS (2017)
- Certified Integrator in Agile Service Projects (CI-ASP) – EXIN (2017)
- Agile Scrum Master – EXIN (2016)

Professional Experience

IBM
Mar 2019 - Sep 2025
Service Line Manager

Built and steered IBM's digital-consulting practice, matching emerging tech trends with high-performing, multidisciplinary talent.

- **Business Development & Contracting:** Partnered with sales, procurement and leadership teams to craft RFP responses, draft SoWs, prepare client Quotes, contribute to Contracts redactions, shape Market Analyses, provide delivery Effort Estimations and build Proofs of Concept, ensuring alignment between delivery capabilities, client expectations, and IBM standards.
- **Strategic Workforce Leadership:** Recruited and managed Frontend, Developers, Full-Stack, Mobile and DevOps engineers, UI/UX designers, QA testers, Scrum Masters, Project Managers, Agile Coaches and Business Analysts, scaling a full-stack delivery team from the ground up.
- **Technology Intelligence & Road-mapping:** Conducted continuous market scanning to align service offerings and skill portfolios with evolving digital-strategy demand.
- **Talent Development:** Crafted individual learning paths tied to quarterly OKRs, boosting capability maturity and billable utilization.
- **Agile & DevOps Enablement:** Coached teams on Agile, CI/CD, and cloud-native best practices, driving delivery excellence and a culture of continuous improvement.
- **Key Clients:** Air Canada (Canada), ExxonMobil (Canada), SAAQ (Canada), British Petroleum (United-Kingdom), BNP Paribas (France), Yara (Norway), DarkMatter Group (UAE), OCP Group (Morocco), UM6P (Morocco), Attijari Wafa Bank (Morocco), Ministry of Health (Morocco), IBM P-Tech (Morocco & South Africa).

Mar 2019 - Sep 2025
IT Project & Program Manager

Delivered multi-million-dollar transformation programs for IBM clients worldwide, directing cross-functional teams of up to 150 FTEs under Agile (Scrum, SAFe), Waterfall, and Hybrid models. Combined strategic leadership, technical depth, and delivery discipline to ensure measurable business outcomes.

- **Business Development & Contracting:** Partnered with sales, procurement, and leadership teams to shape Market Analyses, RFP responses, SoWs, quotes, and delivery estimates. Aligning commitments with IBM standards and client expectations.
- **Program Leadership:** Managed programs ranging from US $1 M to $5 M, overseeing scope, schedules, risks, dependencies, and P&L while coordinating 10 to 150 engineers, data experts, architects, and product roles across geographies.
- **Program Design & Governance:** Established delivery visions, methodologies, and standards; integrated Agile/SAFe frameworks with PMBOK & EVMS controls to maintain schedule, budget, and quality discipline.
- **KPI & Reporting Framework:** Designed dashboards and performance indicators to monitor velocity, capacity, risks, and delivery health, enabling data-driven decision-making.
- **Stakeholder & Executive Alignment:** Secured buy-in through transparent reporting and proactive risk management, achieving consistent on-time, on-budget delivery.
- **Workforce & Talent Management:** Balanced staffing across 150+ FTEs, optimized squad capacity, oversaw onboarding/offboarding, and partnered with IBM vendors to close skill gaps and ensure SLA compliance.
- **Change & Agile Enablement:** Coached 150+ stakeholders (Product Owners, Scrum Masters, Engineers, UX, QA, Infra, Security) in new WoW (Ways of Working). Assessed client's Agile maturity, proposed adapted WoW, framework and agile transformation Roadmaps. Defined efficiency and compliance metrics; implemented a dashboard-driven reporting cadence that surfaced team performance and risk early. Built role-based dashboards and project-to-portfolio roadmaps, accelerating adoption of Azure DevOps as the program's single source of truth. Led data migration sub-project from multiple tools (including JIRA, AirTable, PowerBI and MS Excel) to Azure DevOps. Produced high-level product designs and reusable project templates to speed new-initiative kickoff and maintain design consistency. Mediated conflicts, mitigated resistance, and coached all program's roles on the new WoW. Delivered comprehensive training and documentation, then transitioned ownership of the new framework to internal leaders for long-term scalability. embedding continuous improvement and Agile culture.
- **DevOps & Toolchain Industrialization:** Standardized JIRA and Azure DevOps as single sources of truth; implemented CI/CD pipelines and Infrastructure as Code to accelerate releases and increase reliability.
- **Enterprise Architecture & Cloud Migration:** Delivered target operating models, governance frameworks, and reference architectures. Directed phased migrations to Azure, OpenShift, and IBM Cloud with zero downtime.
- **Operational Handover & Run Readiness:** Created runbooks, trained client teams, and transitioned support to internal operations with defined KPIs, KRIs, and continuous-improvement roadmaps.
- **Solution Architecture & Technology Stack:** Contributed to full-stack solution design and architecture reviews leveraging Cloud & DevOps (Azure, OpenShift, IBM Cloud, Kubernetes, Docker, Jenkins, ArgoCD, Ansible, Git, Azure Pipelines), Data & AI (Databricks, Data Factory, WatsonX.AI, Kafka, Elastic Stack, Grafana, Tableau), Frameworks (Python/Django, Java/Spring Boot, React, Next.js, Flutter, Swift, Kotlin), Databases (PostgreSQL, MongoDB, Oracle, Redis), Monitoring & Integration (Kafka, RabbitMQ, Nginx, Gunicorn, Tomcat).
- **Key Clients:** British Petroleum (United-Kingdom), SAAQ (Canada), Attijari Wafa Bank (Morocco), OCP Group (Morocco), Ministry of Health (Morocco).

ATOS
Sep 2016 - Feb 2019
IT Project & Program Manager

Directed five concurrent mobile / web initiatives for France's national postal service, blending Agile Scrum delivery with PMBOK / EVMS governance.

- **Portfolio & P&L Ownership:** Managed €3 M annual revenue and 60+ offshore engineers across five multi-disciplinary squads.
- **Business Development & Contracting:** Partnered with sales, procurement and leadership teams to craft RFP responses, draft Statements of Work (SoWs), prepare client quotes, contribute to contract redactions, and provide delivery effort estimations, ensuring alignment between delivery capabilities, client expectations, and ATOS standards.
- **Integrated Governance:** Controlled scope, schedule, quality, and risk via Scrum ceremonies, PMBOK processes, and EVMS cost tracking.
- **Executive Steering:** Established and chaired stakeholder committees, aligning goals, milestones, and risk posture across La Poste business and IT units.
- **Resource & Vendor Management:** Recruited, developed, and performance-managed talent; oversaw procurement and vendor transitions.
- **Agile Coaching:** Coached +50 stakeholders (Product Owners, Scrum Masters, Engineers, UX, QA, Infra, Security) on Agile values, roles, and ceremonies; Audited existing processes and consolidated roles, ceremonies, documentation, and tooling into a single, program-wide framework. unified metrics and tooling; and embedded continuous improvement practices that enhanced team velocity, collaboration, and delivery predictability and performances.
- **DevOps Industrialization:** Implemented CI/CD pipelines, OpenShift cloud migration standards, and automated testing, improving release cadence and SLA compliance.
- **Operational Excellence:** Monitored KPI/KRI/KPA/KRA dashboards and led maintenance streams to meet aggressive uptime and support targets.
- **Key Client :** La Poste (France).

CGI (ex UMANIS)
Sep 2014 - Aug 2016
Team Leader / Scrum Master

Led cross-border development teams delivering large-scale web and data platforms for European and French institutional clients, including ENTSOG (Belgium) and Malakoff-Humanis (France). Combined technical leadership, full-stack development, and data engineering to build scalable, high-availability solutions.

- **Agile Delivery & Scrum Mastery:** Facilitated Scrum ceremonies (sprint planning, reviews, retrospectives, daily stand-ups), maintained product backlogs, and ensured continuous flow of value. Coached team members on Agile principles, improved velocity tracking, and strengthened collaboration between business and technical stakeholders.
- **Solution Delivery:** Designed, developed, and maintained business-critical web applications supporting content management and energy data transparency across Europe.
- **Architecture & Development:** Delivered modular PHP backends using Symfony and Drupal, with EmberJS and JavaScript frontends ensuring responsive and accessible user experiences.
- **Data Engineering:** Built and optimized multi-source ETL pipelines integrating SQL Server, MySQL, PostgreSQL, and MongoDB data; improved query performance and ensured data consistency.
- **Integration & APIs:** Developed and consumed REST and SOAP APIs enabling secure interoperability between heterogeneous systems across EU stakeholders.
- **Performance & Reliability:** Configured and optimized Nginx for load balancing and scalability, leveraging MemCached and SolR for faster content delivery and search.
- **Maintenance & Support:** Oversaw long-term support, troubleshooting, and iterative improvements, ensuring continuous service availability.
- **Technologies:** PHP, Symfony, Drupal, EmberJS, REST/SOAP APIs, SQL Server, MySQL, PostgreSQL, MongoDB, PowerBI, CSV/XLS/JSON/XML, MemCached, SolR, Nginx, SSL, Bash, Linux, Git, HTML5, CSS3, SASS, JavaScript, jQuery.
- **Key Clients:** ENTSOG (Belgium) and Malakoff-Humanis (France).

NEOM
Mar 2011 - Aug 2014
Full-Stack Developer / Business Analyst

Delivered enterprise and custom web platforms for Morocco's renewable energy, government, and private sectors. Combined solution architecture, full-stack development, and UI/UX design to deliver performant, scalable, and compliant digital solutions.

- **Energy & Industrial Solutions:** Designed and built a real-time wind-farm monitoring portal for NAREVA and TAREC, enabling compliance with Morocco's Law 13-09 and automating wind-turbine performance and cost calculations (temperature, pressure, wind speed, maintenance data).
- **Full-Stack Development:** Engineered and maintained Linux/Nginx services using PHP/Symfony, MySQL, JavaScript, and Python scripts; implemented REST APIs, optimized data models, and ensured high availability.
- **UI/UX & Quality Assurance:** Delivered responsive interfaces using HTML5, CSS3, Bootstrap, and SASS; enforced Git version control and PHPUnit test automation.
- **Solution Architecture & Advisory:** Translated business needs into technical designs, feasibility studies, and costed project plans; advised on system scalability and compliance.
- **Stakeholder Collaboration:** Participated in steering committees with energy and public-sector representatives to align regulatory and product roadmaps.
- **Team Leadership:** Oversaw daily development activities, recruitment, and mentoring, ensuring on-time, high-quality deliveries.
- **Client Collaboration:** Gathered requirements and produced detailed functional and technical specifications to align deliverables with business goals.
- **CMS & Digital Platforms:** Created Ajatus, a modular CMS built on eZPublish and SASS, accelerating website deployment across multiple industries (content, e-commerce, branding, hospitality, media).
- **Technologies:** PHP, Symfony, eZPublish, Python, MySQL, MemCached, Nginx, REST API, HTML5, CSS3, SASS, Bootstrap, JavaScript, ffmpeg, Git, PHPUnit, Bash, Linux, SSL.
- **Representative Projects:**
  - Intranet portal for DGI (Morocco)
  - E-commerce platforms for Les Domaines (Morocco) and Avendis (Morocco)
  - Branding websites for Neom (Morocco), Fermetures 2000 (Morocco), TransPlus (Morocco), Immo9 (Morocco), and EmagCom (Morocco)
  - Hospitality sites for JMSuites (Morocco)
  - WebTV for SW Media (Morocco)

SMILE
Oct 2009 - Feb 2011
Full-Stack Developer / Business Analyst

Delivered and supported high-traffic web properties for clients such as SOREAD 2M TV (Morocco), Yves Rocher (France), Groupama (France) and Hermès (France).

- **Full-Stack Development:** Built and maintained Linux/Apache applications in PHP (Zend, Symfony, eZPublish, Drupal) with MySQL back-ends and responsive front-ends (HTML, CSS/SASS/LESS, Bootstrap, JavaScript, jQuery).
- **System Administration & Automation:** Configured and tuned Linux, Apache, and MySQL servers; scripted shell automations to streamline deployments and maintenance.
- **Multimedia Processing:** Leveraged FFmpeg for transcoding/streaming pipelines and integrated Avid solutions (Media Composer, Interplay, DNxHD workflows) to streamline broadcast production and asset management for clients such as 2M TV.
- **Quality & Support:** Diagnosed and resolved application and database issues; implemented testing routines to ensure stable releases.
- **Client Collaboration:** Gathered requirements and produced detailed functional and technical specifications to align deliverables with business goals.
- **Technologies:** Zend, Symfony, eZPublish, Drupal, MySQL, HTML, CSS/SASS/LESS, Bootstrap, JavaScript, jQuery, SVN, Apache2, Bash, ffmpeg, Media Composer, Interplay, DNxHD workflows, SolR, MemCached.
- **Key Clients:** 2M TV (Morocco), Yves Rocher (France), Groupama (France) and Hermès (France)

Education

Bachelor's degree in Computer Science, Electronics, Electrotechnology and Automation
Hassan I University – Faculté des Sciences et Techniques de Settat – Settat (Morocco), 2009
PS: Credential evaluated by World Education Services (WES) and found comparable to a Canadian bachelor's degree (4 years).

Languages

English (Fluent)

French (Fluent, TEF: C1/C2)