

# Fadi Bokhazi

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## Summary

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PMP-certified project leader with 4+ years managing complex initiatives across retail banking and marketing/tech ventures. Skilled in end-to-end project delivery, process re-engineering, stakeholder management, and cross-functional team leadership, consistently driving measurable cost savings, efficiency gains, and business growth.

## Core Skills

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Project Management (PMP) · Agile & Scrum (CSM) · Leadership & Team Management · Stakeholder & Vendor Management · Process Optimization & Re-engineering · Digital Transformation · Automation and AI Initiatives

## Experience

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**Business Transformation Officer** | Nov. 2024 - Present

**Byblos Bank SAL**, Beirut, Lebanon

- Implemented AI Chatbot in contact center: defined functional requirements, led testing & adoption, driving projected 3x reduction in service ticket costs with 70% user adoption.
- Redesigned Operations workflows (transfers & domiciliation): integrated automation, conducted cost analysis, achieving \$300K annual savings.
- Led Global ECM platform development: gathered requirements, designed workflows for data ingestion & compliance, enabling 40% faster document retrieval.
- Rolled out digital signature pin pads across branch network: developed business case, directed cross-functional implementation, targeting \$700K annual savings and enhanced customer experience.

**Project Manager** | Jan. 2023 - Oct. 2024

**IBC Group**, Dubai, UAE

- Led end-to-end delivery of business development initiatives, achieving 100% on-time completion and contributing to a 25% increase in deal closure rate.
- Orchestrated collaboration among 3 departments and senior stakeholders, enhancing execution efficiency and accelerating delivery of strategic growth projects by 20–25%.
- Designed structured outreach workflows, generating 150% increase in qualified leads and driving \$200K in closed deals.
- Delivered market research and partnership projects that fueled a 25% growth in client base and uncovered new revenue channels.

**Business Analyst** | Mar. 2020 - Dec. 2022

**Byblos Bank SAL**, Beirut, Lebanon

- Developed process mapping framework with criticality ratings, enabling prioritization of 20+ high-impact processes and data-driven decision-making on risk and optimization.
- Redesigned core business processes, achieving up to 30% faster turnaround and 15% cost reduction across key workflows.
- Championed branch-level digital transformation initiatives, streamlining client onboarding, dormant account management, and mortgage release processes, saving an estimated 1,200 staff hours annually.

**Personal Banker** | Nov. 2016 - Feb. 2020

**Byblos Bank SAL**, Beirut, Lebanon

- Consistently recognized for performance excellence, achieving top youth account acquisition in 2018 with 120% of target and receiving 7 Employee of the Month awards for exceptional results.
- Selected for a sales improvement committee, leading initiatives that boosted branch sales by 12% and increased new account openings by 15% within six months.
- Designed and led onboarding & training for 15+ trainees, boosting team productivity by 20%.

## Education

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**Master in Economics**, Université Saint-Joseph USJ, Beirut | 2019

**Bachelor of Science in Economics**, Université Saint-Joseph USJ, Beirut | 2016

# Certificates

**Project Management Professional (PMP)®** | PMI | 2025  
**Certified Scrum Master® (CSM®)** | Scrum Alliance | 2024  
**SEO & Business Development Foundations** | LinkedIn | 2023

# Technical Skills

Jira · MS Project · Miro · Visio · Draw.io · Airtable · Slack · Creatio · SharePoint · SQL · Advanced Excel

# Languages

Arabic (Native) · English (Fluent) · French (Fluent)