

ZIAD NASERIDDIN

Senior Delivery & Portfolio Leader | Digital Transformation & Agile Delivery

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PROFESSIONAL SUMMARY

Senior delivery and portfolio leader with 20+ years of experience taking digital, product, and technology programs from concept to live rollout across the GCC and the Levant regions. Proven track record spanning digital transformation, Agile/Scrum leadership, and large-scale team enablement, including delivery of a regulated biometric payments program built on palm-vein authentication and Scrum training for a 40-person technical team. Skilled at turning ambiguous, high-stakes business requirements into shipped, working products, and at building teams that keep improving at doing that.

CORE SKILLS

Digital Transformation • Executive Program & Portfolio Delivery • Agile / Scrum Leadership & Training • Regulated FinTech & Biometric Payments • Stakeholder & Regulatory Engagement • Product Strategy • Team Leadership & Mentoring • Client & Technical Account Management • Business Analysis • Risk & Resource Optimization

PROFESSIONAL EXPERIENCE

Senior Project Manager (Delivery & Portfolio Leadership)

Feb 2024 – Present

IDCentriq | Jordan, Bahrain, Saudi Arabia, UAE, North-East Syria

- Lead complex projects across a multi-country holding group and its subsidiaries, focused on digital identity, biometric authentication, and payment solutions.
- Manage relationships with regulatory bodies, financial institutions, and technology partners to support solution deployment, compliance, and partnership growth.
- Own all stages of the project lifecycle — planning, execution, monitoring, and delivery — across legal, technical, and business teams.
- Coordinate product rollouts and proof-of-concept initiatives for identity and payment platforms, ensuring stakeholder alignment.
- Provide Agile/Scrum training for internal development teams and mentor team members on structured, scalable delivery practices.

Digital Products and Technology Consultant & Trainer

Jun 2018 – Feb 2024

Independent / Freelance | Jordan, Bahrain, Saudi Arabia, UAE

- Advised regional clients including Olayan Group (KSA), NMC (Kuwait), United Business Solutions (UAE), and Solfeh (FinTech, Jordan) on digital product strategy.
- Provided technology consultation and in-depth insight to strategize product development for enterprise clients.
- Performed user acceptance testing for third-party vendors, working closely with their technical and operational teams.
- Delivered training for startup founders and teams through regional accelerators including Oasis500, ShamaStart, and Orange Startup Acceleration Program (BIG), covering digital branding, UX/UI, and project/product management.
- Delivered hands-on Scrum training to a 40-person technical team for Agents on Cloud over a sustained 6-month engagement, building team-wide Agile fluency from the ground up, embedding sprint discipline into daily delivery practice.
- Delivered 200+ hours of training on Int@j's SheTechs program, supporting women entering Jordan's tech sector.

Head of Products and Technology

Mar 2016 – Jun 2018

iMENA Digital | Jordan, Saudi Arabia, UAE

- Closed legacy projects that had remained unresolved for years prior to joining, earning recognition from senior management.
- Restructured the organization by merging the Technology and Products units, and introduced a simplified, decentralized hiring process later adopted company-wide.
- Led digital strategy for major brands including Samara Ride (KSA), Suliman S. Olayan Foundation, Colleges of Excellence, ALBAIK, and Right Bite.
- Set up departmental processes aligning project management operations with industry best practices to enhance client satisfaction.

Co-founder / Head of Development / Lead Project Manager

Aug 2012 – Feb 2016

Megillion | United Arab Emirates

- Co-founded and scaled a digital agency, managing key accounts including Qumu Inc. (USA), Al Fozan Group (KSA), and Mobily (KSA).
- Spearheaded the Outsourcing Quality Control Committee, performing QA and UAT procedures for key client projects.
- Formulated project plans, prioritized tasks, and administered control over final project completion and delivery.

Digital Development Manager

Jun 2011 – Aug 2012

Unisono | Bahrain

- Led key projects for TRA, VIVA Bahrain, BMMI, and Bahrain National Insurance.
- Evaluated resource requirements, prioritized tasks, and optimized delivery of projects within pre-defined timelines and budgets.

Previous Roles

- Web Production Manager, eMedia Ventura — Bahrain (Nov 2009 – Jun 2011)
- Web Developer, Maktoob Inc. — Amman, Jordan (Dec 2008 – Nov 2009)
- Web Developer, Jordan Aircraft Maintenance Limited — Amman, Jordan (Feb 2008 – Dec 2008)
- Web Designer (Part Time), Method Corp. — Amman, Jordan (Apr 2006 – Jan 2008)

EDUCATION

BSc, Computer Information Systems

2004 – 2008

University of Jordan | Amman, Jordan

- Ranked 136th in the Top Ranking Students in Universities Efficiency Test at the Hashemite Kingdom of Jordan level, with an average of 82%.

PROFESSIONAL TRAINING & COURSES

- Train-the-Trainer Online Course, University of Richmond, Robins School of Business — 2019
- Business Analysis Training (PMI-PBA) — 2014
- Advanced MOP & WBS Pro for Project Managers — 2014
- Successful Negotiation, University of Michigan — 2013
- Project Management Professional (PMP) Training — 2012
- Creative Programming for Digital Media & Mobile Apps — 2011

LANGUAGES

Arabic — Native | English — Advanced Bilingual Proficiency