

CHERIF Sabri . PSM . ITIL® v4

[Title]

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WORK EXPERIENCE

NOWINA SOLUTIONS

KEHLEN, LUXEMBOURG

Service Delivery Manager & Product Manager

2023-2024

- Managed cross-functional team of 6, ranging from entry-level analysts to vice presidents, and collaborated with business development, operations and marketing
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SOLFIA SA

MERL, LUXEMBOURG

Project Management & Service Delivery

2018-2023

Responsible for coordinating all project management activities and resources, ensuring seamless service delivery and effective incident management aligned with ITIL practices.

- **Managed the delivery of projects** within the agreed scope, time, and budget, resulting in a 10% budget savings.
- **Implemented best practices** that led to 95% of projects being completed on time and 97% under budget.
- **Facilitated workshops and presentations,**
- **Incident Management**

Please contact me for the full version of the CV

ADDITIONAL INFORMATION

- **Languages:** Proficient in **French** (Fluent), **English** (Upper Intermediate), and **Arabic** (Native)
- **Technical Skills:** Scrum, Agile & Waterfall Methodologies, Project Coordination, Change Management, Business & Requirements Analysis, Strategic Planning, Integration, Business Process Improvement
- **Certifications:** **ITIL® v4** Foundation Certificate in IT Services (Oct 2020); **PSM I** Professional Scrum Master 1 (Sep 2019); **SCJP6** Oracle Certified Professional (Jul 2012)
- **Tools:** Solife (LifeInsurance), Soliam (WealthMgmt), Palmyra, SaaS, Jira, ServiceDesk, J2EE, DevOps tools ...

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Portfolio

