

# Al Mohamed

Chicago, IL | info@almohamed.biz | linkedin.com/in/almohamed | almohamed.biz

## Business Transformation, Operations, Change Management, Enterprise Technology, and Boutique Business Advisory

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### PROFILE

Operator, change practitioner, facilitator, and business builder with a career spanning customer operations, training, specialty portfolio support, small business management, enterprise banking operations, procurement, workplace modernization, and technology transformation. The through-line is practical execution: helping organizations align people, process, technology, vendors, and leadership around outcomes that improve customer and employee experience.

### EXPERIENCE NARRATIVE

#### Frontline operations foundation

At AT&T Mobility, built a foundation in customer operations, collections, account recovery, reporting, and direct client engagement inside a high-volume telecommunications environment.

#### Small business operating perspective

At Beautiful Indoor Blossoms, operated a boutique business alongside the owner, gaining practical experience in sales, marketing, staffing, customer experience, vendor coordination, and daily execution with limited resources.

#### Financial services training and analysis

At JPMorgan Chase Card Services, advanced through customer support, process analyst, trainer, and subject matter expert responsibilities. Supported specialty client portfolios and developed reporting, training, coaching, and process guidance for complex customer and collection environments.

#### Enterprise transformation and technology

At BMO, spent more than fourteen years across operations and technology roles supporting enterprise procurement, cost recovery, vendor coordination, workplace modernization, telecommunications, training, branch integration, technology deployments, and change enablement.

#### Mosaic Strategies

Through Mosaic Strategies, brings enterprise-level operating discipline to boutique and specialty businesses at an à la carte pace: process review, technology planning, adoption support, training, documentation, communications, and execution support.

### HIGHLIGHTED CAPABILITIES

- Prosci-based change management, adoption planning, stakeholder engagement, and communications.
- Business process review, workflow redesign, documentation, governance, and operational execution.
- Enterprise technology deployment, mobility, collaboration tools, hardware lifecycle, and workplace modernization.
- Training design, facilitation, executive presentations, demonstrations, job aids, and employee enablement.
- Vendor coordination, procurement support, cost analysis, contract support, and asset lifecycle management.
- Customer and employee experience improvement with a bias toward practical, measurable outcomes.

### CERTIFICATIONS

Prosci Change Management Certification - Issued June 2018

CompTIA Executive Certificate in Mobility (Foundations) - Issued September 2015

### EDUCATION

DePaul University - Bachelor's Degree, Liberal Arts with a Focus in Information Systems Analysis, 2012 - 2014. GPA: 3.521.

### SELECTED PROJECTS

#### Walk a Mile

Created a branch immersion program for technology professionals to experience retail branch operations directly, improving empathy, discovery, issue identification, and decision quality.

#### Technology Transformation

Developed town hall and executive presentation decks with detailed animation and visual effects to make transformation programs understandable and memorable.

## **Employee Technology Experience Secondment**

Provided presentations, demonstrations, project support, and employee-facing technology enablement during enterprise modernization efforts.

## **ADVISORY FOCUS**

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Affluent boutique and specialty business owners that need enterprise-caliber support without enterprise overhead: operations clarity, technology modernization, employee adoption, process discipline, customer experience, and practical execution support delivered in focused increments.