

# Al Mohamed

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## Business Transformation Leader | Operator | Prosci-Certified Change Practitioner | Enterprise Technology & Operations

### PROFESSIONAL SUMMARY

Business transformation and operations leader with 20+ years of experience across financial services, telecommunications, specialty retail, enterprise technology, training, change management, procurement, vendor coordination, workplace modernization, and customer operations. Known for translating complex business needs into practical execution plans, connecting frontline reality with leadership strategy, and improving performance through better alignment of people, process, and technology.

### CORE CAPABILITIES

Organizational change management	Technology enablement & deployment	Operations/process improvement
Training, facilitation & communications	Vendor/procurement coordination	Executive presentations & storytelling
Workplace modernization	Customer/employee experience	Cross-functional program execution

### PROFESSIONAL EXPERIENCE

#### BMO U.S. / BMO Financial Group

Senior Technology Analyst / Workgroup Technology Senior Specialist / Intermediate Operations Analyst

Chicago, IL | 2011 - 2026

- Supported and led enterprise initiatives across technology transformation, branch integration, workplace modernization, procurement, vendor management, telecommunications, training, communications, and operational execution.
- Contributed to technology integration and deployment activities across 500+ acquired branch locations, coordinating with project teams through mock conversion, implementation readiness, and execution phases.
- Created Walk a Mile, an employee technology experience program that immersed technology professionals in retail branch environments to identify technology gaps, build operational empathy, and improve support decisions.
- Directed technology deliverables for office modernization and workspace transformation projects, aligning business needs, project timelines, facilities coordination, stakeholder engagement, and on-time execution.
- Led or supported migration of 300+ phone lines to VoIP and broader collaboration/mobility improvements to streamline communications and modern workplace capabilities.
- Managed IT procurement, asset lifecycle, cost recovery, break/fix billing, repair-or-replace analysis, disposal, vendor relationships, and contract support for enterprise technology assets.
- Designed and facilitated interactive training sessions, demonstrations, presentations, and job aids to improve employee adoption of new tools and processes.

#### JPMorgan Chase Card Services

Process Analyst, Customer Support Advisor III / Trainer, Subject Matter Expert / Customer Support Advisor I

Heathrow, FL | 2009 - 2011

- Supported high-net-worth, celebrity, military, and special-category client portfolios by resolving complex account discrepancies, reducing financial risk, and preserving customer relationships.
- Produced monthly process and performance reporting for divisional leadership, including training expenses, credit losses, hardship cases, complaints, and collection unit effectiveness.
- Advanced into trainer and SME responsibilities, developing new-hire training, coaching support, reporting mechanisms, and guidance on negotiation strategies, system navigation, collection methodologies, and compliance standards.
- Negotiated settlements and loan restructures for clients in financial distress while balancing customer experience, risk mitigation, and portfolio recovery objectives.

## **Beautiful Indoor Blossoms, Inc.**

Operations Manager

*Oviedo, FL | 2006 - 2009*

- Operated a boutique business in partnership with the owner, supporting daily operations, customer experience, sales, marketing, staffing, and vendor coordination.
- Gained first-hand small business operating perspective that now informs practical, right-sized consulting for specialty and owner-led businesses.

## **AT&T Mobility**

Collections Representative / Analyst

*Orlando, FL | 2002 - 2006*

- Managed high-volume customer outreach, account recovery, payment negotiation, reporting, and analytical support in a fast-paced telecommunications environment.
- Built an early foundation in customer operations, automated dialing systems, collections strategy, process discipline, and front-line problem resolution.

## **SELECTED PROJECTS**

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**Walk a Mile Program** - Designed a branch immersion program connecting technology teams with frontline retail employees to improve empathy, discovery, prioritization, and technology outcomes.

**Technology Transformation Presentations** - Developed highly visual town hall and executive presentation materials using detailed animation, storytelling, and practical change messaging.

**Employee Technology Experience Secondment** - Delivered presentations, demonstrations, project coordination, and employee-facing technology enablement during enterprise workplace transformation efforts.

## **EDUCATION & CERTIFICATIONS**

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

Prosci - Change Management Certification | Issued June 2018

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

## **CURRENT VENTURE**

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**Mosaic Strategies** - Enterprise-level solutions for boutique businesses. Provides à la carte support in operations improvement, technology planning, change management, employee/customer experience, training, communications, and execution support for specialty business owners.