
Ahmad Mousa Isbahe

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Internal Audit | Internal Control | Business Process Reengineering (BPR) | IT Audit & Advisory | Business Continuity and Disaster Recovery | Compliance.

EXPERIENCE SUMMARY:

- Managed and supervised internal audit department for a insurance shareholding company with the team of 4 auditors.
- Served as audit committee secretary.
- Designed internal audit function.
- Created detailed internal audit programs, audit committee charter, staff competency plans and internal audit plans (risk-based audit plans).
- Has insurance industry experience; operations, re-insurance & IT systems.
- Worked as group IT auditor 2018-2019.
- Worked at EY - IT Risk and Assurance (ITRA) service line in IT audit & advisory.
- Worked in Business Process Reengineering (BPR) project - \$ 4 million budget.
- Has IT banking experience (ex. Core banking system, e-channels: ATM, cheques clearing & Internet banking).
- Managed many IT projects in banking industry.

EDUCATION

B.Sc. in Computer Science (2002).

CERTIFICATIONS

- CIA Candidate
- COBIT V5F (2019).
- CISA (2016).
- ITIL (2013).
- IBM iseries Basic Operations (2012).
- IBM iseries Administrator (2012).

EMPLOYMENT HISTORY

(1) gig-Jordan:

Senior Manager - Internal Audit

May, 2017 – Now

- Managing internal audit department resources.
- Setting internal audit plans (risk based audit plan).
- Executing audit engagements for all business units and functions.
- Participating in gig group audit team to audit middle east subsidiaries.

IT Audit Manager

March, 2015 – May, 2017

Job Functions:

- General and Medical insurance audit engagements (production – reinsurance – claims).
- IT Audit (ITGCs + Applications).

(2) Ernst & Young (EY)

October,2013 – March,2015

Senior Consultant – IT Risk and Assurance Services (ITRA)

Job Functions:

- IT Audit (ITGCs + Applications) .
- IT\IS Policies and Procedures.
- Business Continuity and Disaster Recovery Planning.
- Implementing ITIL V3 standards and its best practices.
- Business Process Reengineering (BPR).

(3) Société Generale De Banque Jordanie (SGBJ)

June, 2010- October,2013

Unit Head – Core Banking System and e-channels

Administration and Operations - Banking Applications

Responsible for Production Core Banking and all integrated services (ATM, e-banking, Electronic Cheques clearing (ECC), and others).

Job Functions:

- Performing AS/400 Administration tasks such as: managing User accounts, monitoring job logs, managing save and restore procedures, installing and defining hardware devices.
- Executing End-of-Day (EOD) cycle for the Core Banking system.
- Preparing action plans for various tasks/projects.
- Managing daily operation tasks and assigning responsibilities to team members.
- ATM On-line System Administrator (support ATM service, and diagnose ATM problems).
- Deep understanding of Card's operations and business workflow.
- Support cards business unit regarding technical and application issues.

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- Administrating IBM iseries (AS/400) MQ Series Mangers and Channels for ATM On-line and Cheques Clearing Application(s).
 - Preparing new fixes/batches testing scenarios for critical systems such as the ATM On-line Service and others.
 - In charge of creating and updating IT technical and procedural documents including the IT Policies and Procedures and the frequent technical control checklists.
 - Managing the Core Banking System backups (daily, monthly, before/after O.S releases) following to the technical standards.
 - Managing data migration from IBM systemi (AS/400) DB2 to SQL server platform utilizing the SQL Server Integration Service (SSIS).

(4) Arab Bank (plc) – Amman

September 2008 – June 2010

**Senior Developer Specialist
Information Technology – Global Section (ITG)**

Job Functions:

- Team member in an Odyssey Private Banking project.
- Integrating a Vendors system and the Core Banking system with third parties.
- Collecting and analyzing information on end-user operation activities and creating technical documentation including System Requirements Specifications (SRS), System Design Specifications (SDS), and test cases.
- Integrating a new Private Banking system with the Arab Bank Core Banking system utilizing SQL Server Integration Services (SSIS).
- Team member in Siebel Oracle CRM development team to build and customize the application according to end-user needs.

(5) Hashemite University – Zarqa

October, 2002 – September, 2008

Technical Support, IT instructor

Job Functions:

- Hardware preparation, setup, and maintenance.
- OS installation.
- Setting User profiles in Windows Active Directory.
- Setting workstations on the domain network.
- Administering On-line Exams sessions.
- Teaching ICDL (Computer Skills) and Java programming courses.