Ahmad Mousa Isbahe

+962 79 00 94 1 94
ahmad.isbahe@gmail.com

Internal Audit | Business Process Reengineering (BPR) | IT Audit | IT Consultations | Business Continuity and Disaster Recovery

Objective

18 years of experience in internal audit, IT audit, IT project & consultations, Business Process Reengineering (BPR), and Business Continuity & Disaster Recovery. I'm seeking for career development, to employ my experiences & achieve financial fulfillment.

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.

- 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.