

# NAZIF BENNA, MBA, PMP

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## SUMMARY OF QUALIFICATIONS

Senior Global IT Project Manager with successful experience developing and implementing IT strategies for firms in the financial, technology and retail sectors including CBRE Global Investors, Microsoft Arabia, MetLife and Enterprise Rent-A-Car in the US and Saudi Arabia. Expertise with SDLC processes (Waterfall & Agile-Scrum), IT applications\olutions delivery and relationship management. Strong staff, change and project management skills.

Trusted IT strategic advisor to C-suite executives. Skilled relationship builder, negotiator and influencer able to forge solid alliances with all stakeholders. Ability to form, manage and motivate high performance, multicultural teams to achieve enterprise technology project objectives. Establish work environments that are conducive to producing positive results. Lifelong learner with an MBA and a Project Management Professional (PMP) certification.

## PROFESSIONAL EXPERIENCE

CBRE GLOBAL INVESTORS, LOS ANGELES CA

Jun 2010 – Present

SENIOR IT GLOBAL PROJECT \PROGRAM MANAGER | PRODUCT MANAGER

- Direct a team of analysts (BSAs) through the project life cycle while driving SDLC processes (Waterfall & Agile-Scrum) and maintaining SOX compliant evidence for all projects.
- Identify and resolve project issues, facilitating timely resolution to avoid project impact.
- Prepare and publish project plans, communicating status to all stakeholders.
- Advise management on all perceived risks to the successful project completion of projects; obtain decisions and approvals on project scope, design, schedule and cost changes.
- Communicate regularly with internal/external customers and vendors in order to ensure the delivery of high quality service and system support.
- Ensure project schedules are coordinated, and that multiple sub-project plans are consolidated into one master project schedule for project tracking.
- Manage vendors which includes monitoring and approving onshore and offshore project work.

### Key Achievements

- Led a successful IT systems integration project that resulted from a large merger and acquisition.
- Improved organization internal communication/collaboration by implementing a new corporate intranet with a visually appealing UI (user interface) and UX (user experience).
- Spearheaded a joint business and IT team through a discovery/analysis process to evaluate migrating from a custom build CRM to a Salesforce/Cloud based version.
- Lead the Salesforce implementation from inception to implementation which included multiple platform integrations and data migration efforts.
- Drove a custom built app design used to calculate AUM (assets under management), a key metric for the investment management industry.

METLIFE TECHNOLOGIES, LOS ANGELES CA

Apr 2007 – Jun 2010

PROJECT MANAGER, APPLICATION DEVELOPMENT

- Led project implementations using SDLC- (waterfall) processes.
- Developed project plans, ensured milestones were met and tracked issues/risks, facilitating resolution.
- Collaborated with clients to identify key requirements, define project scope and develop project plan.
- Coordinated resource allocation and time tracking while maintaining project budgets and providing leadership through the development lifecycle process stages.
- Prepared risk mitigation plans, in conjunction with IT leadership, to manage negative impacts to deliverables.

### Key Achievements

- Led the successful development & deployment of a new product that integrated two existing products.
- Recognized as trust business partner and advisor.

EN POINTE TECHNOLOGIES, LOS ANGELES, CA  
PROGRAM MANAGER, PC LIFE CYCLE PROGRAM, UNION BANK OF CALIFORNIA

May 2005 – Apr 2007

- Directed a team of technicians that achieved the corporate PC refresh rates and proactively worked with clients to resolve any post install issues.
- Managed using the PC Life Cycle (PCLC) which was a process designed to control and schedule the implementation and replacement of PC Assets in a manner which reduced the total cost of PC ownership.
- Coordinated with multiple divisions to resolve business and product issues prior to onsite implementation.
- Allocated resources and established work schedule to ensure implementations were optimally staffed and post- install issues were resolved via help desk or onsite calls.
- Served as escalation point for change request and client concerns.

Key Achievements

- Created a positive environment that generated a high level of customer service and staff job satisfaction.
- Received several letters and awards recognizing the exceptional level of professionalism and customer service.

ENTERPRISE RENT-A-CAR, LOS ANGELES, CA  
PROJECT MANAGER, IT DEPARTMENT

Apr 2001 – Apr 2005

- Managed relationships with various business units including Daily Rental, Car Sales, Fleet Services, Remarketing, Truck Rental, Vanpool and all admin departments.
- Organized work schedules and allocated resources to projects based on priorities.
- Conducted regular status checks and scope review for multiple projects including documentation and follow up on action items to facilitate project completion.

Key Achievement

- Developed documentation based on user requirements, system requirements and industry best practices.

RAMPT.COM, LOS ANGELES, CA  
PROJECT MANAGER BUSINESS DEVELOPMENT

Oct 2000 – Feb 2001

- Worked across teams and vendors to incorporate the company brand identity into press and media kits to effectively market the newly created Rampt dotcom.

Key Achievement

- Created a corporate intranet and knowledge management system that improved teamwork and productivity.

MICROSOFT ARABIA, RIYADH, SAUDI ARABIA  
ENTERPRISE GROUP LICENSING SPECIALIST

1997 – 1999

- Served as local resource on all sales and operational licensing issues for internal account managers, partners and customers; ensured complete customer satisfaction on queries.
- Effectively handled sales calls using detailed knowledge of Microsoft products and technology.
- Prepared technology proposals, documented scenario analyses and executed orders quickly and accurately.
- Participated in the sales cycles from value proposition to close.
- Established and enhanced partner and vendor relationships.

Key Achievement

- Key contributor to a team that transitioned an enterprise account from Select 3.0 to EA (Enterprise Agreement) valued at about \$16M for Microsoft.

**EDUCATION,**

University of Leicester, United Kingdom: Master of Business Admin (MBA), 2000  
European University of Lefke, Cyprus: Bachelor of Business Administration, 1997

**PROFESSIONAL DEVELOPMENT**

University of Los Angeles (UCLA): Systems Analyst Certificate, Jan 2010-Current  
Information Technology Infrastructure Library v3 (ITIL), 2008  
Project Management Institute (PMI): Project Management Professional (PMP), 2007  
PriceWaterhouseCoppers: Leadership Fundamentals, 1999