RAGHAD ABBAS, PMP, RMP, ACP
STRATEGY TRANSFORMATION CONSULTANT | PROJECT & PROGRAM MANAGER
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PROFESSIONAL SUMMARY

Strategic transformation consultant, PMP-certified program leader, and change agent with a proven track record of successfully leading large-scale, multi-million-dollar projects and programs for Saudi Arabia's Vision 2030. Trusted advisor and consultative expert with deep expertise in translating long-term strategy into seamless project execution, navigating complex change, and driving continuous performance improvements.

- ✓ Leads with drive, clarity, and purpose; aligns teams around tactical goals and strategic priorities using a transformational, empathic servant leadership approach.
- ✓ Goal-driven leader with a history of managing complex projects valued at up to ~$13MM; combines strategic planning with Agile methodologies to ensure quality project deliverables with profit margins exceeding 40%.

CORE COMPETENCIES

- Strategy Formulation & Execution
- Project & Program Leadership
- Digital & Business Transformation
- Quality Assurance & Control
- Project Planning & Reporting
- Team Leadership & Development
- Cross-Functional Collaboration
- Risk Identification/Mitigation
- Budgeting & Cost Control
- Change & Risk Management
- Agile Practices/Methodologies
- Relationship/Partnership Building
- Knowledge Building & Sharing
- Process Improvement
- Analytical Problem-Solving

PROFESSIONAL EXPERIENCE

PricewaterhouseCoopers (PwC) • Riyadh, Saudi Arabia • Oct 2023 to Present
Second-largest professional services network in the world and is one of the Big Four accounting firms with $55.4B in annual revenue.
Strategy Transformation Consultant

Implemented Vision 2030's LMS (Labor Market Strategy), managing key projects and programs to improve public sector performance across multiple departments within the HR & Social Development Ministry (including Strategy & Vision Realization, Labor Affairs, and Labor Market Policies). Provide leadership, oversight, and direction for teams of up to 15 members to manage ~4 projects concurrently and drive progress toward the organizational vision in a time-sensitive environment.

- Managed multiple projects valued up to ~$13MM, ensuring 100% compliance with budgetary goals.
  - *Select projects include: digital transformation projects, IT deployments, process re-engineering initiatives, and feasibility studies.*
- Designed a unified team task tracking report, improving task completion rates by 70% and compressing project cycles.
- Oversaw and maintained mechanisms to ensure robust change control practices, mitigate project risk, and identify and address project-impacting issues at the earliest opportunity.
- Documented business requirements, clarifying goals, scope, and strategic objectives for each project.
- Tracked budgets, preparing status reports and ensuring the optimal allocation and utilization of project resources.
- Efficiently coordinated and monitored project/program activities to ensure seamless workflows and on-time execution; evaluated project outcomes (quality, accuracy, timeliness) to hold the team accountable.
- Led knowledge-building and sharing efforts to uphold project management best practices, identify change requirements, and close knowledge/skill gaps.
- Received special recognition by leadership for outstanding contributions to project success.

Arpa Industry • Canada • Mar 2022 to Oct 2023
Custom software and web development company serving small businesses and based in Toronto.
Project Manager

Led teams of 5-12 members to manage a suite of projects, from strategy and planning to kick-off, execution, monitoring, and closure. Orchestrated up to 2 projects concurrently, ensuring 100% compliance with project scope, schedule, and budget goals.

- Orchestrated testing, evaluation, and troubleshooting efforts, delivering value-added solutions aligned with client needs.
- Recruited highly qualified, best-fit talent (including software developers and QAs) up to 50% under budget.
- Managed and executed 5+ projects with profit margins exceeding 40%, resulting in new business opportunities.
- Leveraged Agile methodologies to rebuild and streamline communications between back-end/front-end developers.
- Served as go-to resource for all project issues, ensuring the quality and integrity of project deliverables.
- Developed and delivered visual concepts in Trello, Figma, and PRD to guide and inform software developers/QAs.

Access to Arabia • Jordan • Dec 2022 to Oct 2023
Regional developer of communications software that connects financial institutions with businesses and clients.
Quality Assurance

Orchestrated QA efforts to ensure the quality and integrity of A2A's communications software solution. Analyzed business requirements and designed test cases to ensure the software is reliable and meets user needs.

- Conducted manual testing to analyze and identify quality issues or defects.
- Heavily involved in bug tracking efforts by proactively identifying, documenting, and troubleshooting product issues.

Emerging Management Services (EMS) • Saudi Arabia • Nov 2021 to Aug 2022
EMS provides innovative and comprehensive IT solutions for businesses of all sizes.
Quality Systems Engineer

Conducted deep dives to inspect entry criteria and assess environment specifications. Designed validation and test plans to ensure customer requirements were effectively met. Developed, maintained, and continually updated test cases throughout each project lifecycle, ensuring software features operate as intended and meet specified requirements.

- Instrumental role in the Ejar project, an initiative to regulate the real estate rental sector and protect the rights of all parties through a set of solutions that improve the development, regulation, and facilitation of the rental industry.
- Heavily involved in the Idle Lands (a.k.a. White Lands) Platform project for the Ministry of Municipal and Rural Affairs, creating a system to regulate and impose fees on undeveloped lands with the goal of encouraging their development.

Whyise • Jordan • Aug 2020 to Nov 2021
Whyise provides organizations with an analytics solution to efficiently deploy resources and make evidence-based decisions.
Quality Assurance Analyst

Evaluated system requirements and technical design documents to provide timely, actionable feedback and meet client needs. Developed and implemented robust test plans and test cases to ensure the integrity of the analytics solution. Compiled, analyzed, and documented test results to identify and capitalize on improvement opportunities.

EDUCATION & QUALIFICATIONS

AL-BALQA' APPLIED UNIVERSITY
Bachelor of Engineering (B.Eng.) in Computer Engineering

Software: Trello, Figma, PRD, MS Power BI, Tableau, MS Office Suite

Training & Certifications:
- PMI Program Management Professional (PgMP)® (PMI, In Progress)
- OKR Leadership (C-OKRL®) (OKR Institute, 2025)
- OKR Practitioner (C-OKRP®) (OKR Institute, 2024)
- Organizational Transformation (PMI, 2024)
- Certified KPI professional (The KPI institute, 2024)
- PMI Risk Management Professional (PMI-RMP)® (PMI, 2023)
- PMI Agile Certified Practitioner (PMI-ACP)® (PMI, 2023)
- Project Management Professional (PMP)® (PMI, 2023)
- Scrum Foundation Professional Certification - SFPC™ (CertiProf, 2023)
- Reviews & Metrics for Software Improvements (University of Alberta, 2022)
- Agile Planning for Software Products (University of Alberta, 2022)
- Leadership Communications for Maximum Impact: Storytelling (Northwestern University, 2022)
- Client Needs and Software Requirements (University of Alberta, 2022)
- High-Performance Collaboration: Leadership, Teamwork, and Negotiation (Northwestern University, 2022)