

ABE KARAR, MBA



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DIGITAL TRANSFORMATION | OPERATIONAL EXCELLENCE | FINTECH | INNOVATION

Savvy, accomplished, high-integrity, bilingual leader, highly regarded for strategically guiding new products, processes, technologies and management information systems to drive business performance, client engagement and operational excellence. Out-of-the-box, analytical thinker and visionary recognized for creativity and innovation. Sought for consummate expertise in executing large-scale transformational initiatives across key strategic enterprise programs (+\$200M), developing and implementing operational controls and action plans, transforming strategic plans into business solutions that streamline business processes, improve customer experience, mitigate risks, reduce costs, increase productivity ratio and enhance overall ROI.

Subject matter expert on Digital/Open Banking, Digital Transformation, Digitization, Digital Strategy, Customer Experience Management, Business Architecture and Data Analytics. Proficient in recognizing and retaining individual talent, building high-performing teams and cultivating a culture of collaboration and winning.

Exceptional academic qualifications, including teaching Corporate Performance Management, amongst other courses, at the triple-accredited Telfer professional MBA program, at the prestigious University of Ottawa in Canada.

AREAS OF EXPERTISE

- Digital Transformation
- Digital/Open Banking
- Call Center Operations
- Retail Banking
- FinTech Ecosystem
- Operational Excellence
- PMO/ Project Delivery
- Training & Facilitation
- Client Communication Management
- Business Analytics & Reporting
- Performance Management
- Business Process Digitization

PROFESSIONAL EXPERIENCE

 **ALCHEMY DIGITAL SOLUTIONS** Canada/UAE 2016 – Present
CEO, Digital Transformation Consultant

Consulting for large Financial Institutions and leading key transformational initiatives by developing a 'Digital Strategy' with a clear exhaustive roadmap of digital capabilities, dependencies, sustainment and expected ROI; Developing and managing Business Case analysis for enterprise Digitization programs; Implementing new Digital Capabilities to deliver increased capacity, improved customer/employee experience, cost reduction and heightened regulatory compliance; Designing and deploying technology solutions based on modern service-oriented architecture, delivering high reusability and enterprise scalability; Establishing enterprise Centers of Excellence for sustained support and governance; Delivering workshops and seminars on Digital Transformation, Agile Delivery and FinTech; Board advisory for FinTech Galaxy.

 **DELOITTE MIDDLE EAST** UAE 2019
Senior Manager, Financial Services

Provided management consulting services with specific focus on Open Banking, Digital Transformation and FinTech; Supported the Launch of Deloitte Digital Delivery Center in Riyadh; Run seminars and workshops on Digital and FinTech ecosystem development; Supported business development activities and successfully closing sales deals with large clients.

 **FINZO, ARAB FINANCIAL SERVICES (AFS)** Bahrain 2019
Head of Digital Banking

Led the Digital Banking/FinTech business, driving its growth plan and strategic initiatives, while owning and maintaining P&L; Conducted business development activities across various offerings, including Digital Banking, Payments and Alternate Banking delivery channels; Supported the development of the FinTech ecosystem landscape in the region; Established and managed vendor and client relationships; Developed business plans and adoption strategies for the Digital Banking agenda, tailored across various target markets in the region; Supported implementation of governance and due-diligence frameworks for both internal organizational processes and external market practices.

 **FIRST ABU DHABI BANK** UAE 2017 – 2019
AVP, Digital Banking Platform Owner

Helmed digital strategy and roadmap for FAB's Digital Banking platform; Led cross-functional workshops with the Business, Creative, Marketing and Product teams to launch and perpetuate the bank's first true digital offering in the KSA; Adapted Service-Design principles for the design and build of best-in-class user experiences and customer journeys across digital channels; Developed KPIs/KRIs tracking and reporting for performance management and regulatory compliance; Engaged with partners in the FinTech ecosystem to introduce innovative digital propositions with direct integration to the Digital Banking platform; Supported the SAMA Sandbox process for obtaining the required banking license.

 **UNIVERSITY OF OTTAWA** Canada 2014 – 2017
Seasonal Professor, Master of Business Administration – Professional Program

Delivered graduate level lectures and seminars on Corporate Performance Management, Economics, Business Analytics and Leadership; Applied creative and engaging pedagogical techniques that enhance learning experience and augment students' understanding of the business concepts, while connecting with real-life challenges.

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 **BMO BANK OF MONTREAL** Canada 2013 – 2017
Director, Business Process and Digitization, Personal & Commercial Banking

Orchestrated implementation of enterprise digital transformation initiatives, including deployment of new eForms/eSignature digital capabilities, driving the organization's evolution to a leading digital bank, while ensuring alignment and compliance with regulatory requirements; Oversaw Change Management and Training activities across functional areas throughout the rollout of new business processes and technology tools; Developed and managed financial model and business case analysis for large-scale enterprise digitization program (+\$200MM); Deployed enhanced policies, procedures and control frameworks to support and facilitate adoption across front and back office; Established and led the Enterprise Center of Excellence (ECO); Completed assignment as "Branch Manager" in retail bank branch with high-complexity book of business, thus acquiring expansive knowledge of systems, processes, gaps and opportunities for digitization.

 **JPMORGAN CHASE BANK** Canada 2010 – 2013
Business Analysis Manager

Oversaw strategic and operational reporting/analytics functions across Chase Card Services; Developed and deployed robust performance management, process improvement and risk control frameworks; Provided highly sought strategic direction based on business complex business analysis, planning, forecasting, and key performance reporting to optimize resource allocation, reduce operational costs, mitigate risks and enhance customer experience.

 **BANK OF AMERICA, MBNA** Canada 2005 – 2010
Assistant VP, Risk Management / AML Operations / Business Analytics Manager

Delivered key enterprise initiatives, including revamping the AML/ KYC processes, enhanced performance scorecards, heightened credit risk strategies, and improved employee/client engagement; Designed and deployed new technology solutions that delivered high-impact value and resolved complex business problems; increasing client NPS, enhancing client retention rates and mitigating operational, regulatory and credit risks.

EDUCATION AND ACCREDITATIONS

- **Yellow Belt Lean Six Sigma** 2015
Telfer School of Management, University of Ottawa Canada
- **Investment Funds in Canada – Banking and Financial Support Services** 2015
Canadian Securities Institute Canada
- **Master of Business Administration (MBA)** 2014
Telfer School of Management, University of Ottawa Canada
NEOMA Business School Exchange Program France
- **Bachelor of Science, Mathematics – Applied Analysis** 2011
Carleton University Canada

SPEAKING ENGAGEMENTS

- "FinX – FinTech Evolution" by FinTech Galaxy UAE 2019
- "Evolution of Digital Banking" by ICAI UAE 2019
- "Digital Transformation in Banking – Webcast" by American Banker Canada 2018
- "Digital Banking Conference" by American Banker USA 2017
- "Digital Banking Summit" by VASCO Japan 2017
- "INSPIRE Days – Digital Transformation & CXM" by Quadient USA 2016
- "eSignLive Conference – The BMO Paperless Story" by Silanis USA 2015

HONORS AND AWARDS

- Gartner Award: [Gartner Eye on Innovation Award](#) 2017
- Celent Award: [Model Bank Award](#) 2017
- American Banker Interview: ["If mobile banking is so easy, why is signing up so hard?"](#) 2017
- Xplor Technology and Application Award: [Application of The Year](#) 2017

TESTIMONIALS

<http://www.abekarar.com/testimonials>