

SAMIH MABSOUT

Business Continuity & Crisis Management Lead

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PROFILE

Business continuity and crisis management professional with a software engineering foundation and about six years of experience in operational resilience, BC/DR, and crisis management. Leads enterprise BIA/BCP programs, tabletop exercises, and disaster recovery testing across insurance and financial technology, aligned to ISO 22301, NIST 800-53, FFIEC, and GLBA. Uses automation to streamline BIA and BCP workflows.

EMPLOYMENT HISTORY

Business Continuity & Crisis Management Lead | Allstate — Apr 2025 – Present

- Lead enterprise business continuity and crisis management initiatives across all business units for one of North America's largest insurance carriers.
- Develop and govern enterprise-wide BCP frameworks and continuity risk assessments aligned to ISO 22301, NIST 800-53, and FFIEC.
- Lead crisis response coordination and design and facilitate enterprise tabletop exercises.
- Architected the MVC Playbook for the CARR effort at Allstate Roadside Services, standardizing continuity procedures.
- Drive AI-solutioning initiatives to automate BIA and BCP workflows, improving data accuracy and reducing manual review time.

Senior Business Continuity & Disaster Recovery Analyst | U.S. Financial Technology — Jul 2022 – Apr 2025

- Completed BIAs for 150+ critical business processes and developed and maintained Business Continuity Plans.
- Facilitated quarterly tabletop exercises and disaster recovery tests, achieving 99.9% business continuity uptime.
- Engaged directly with FHFA regulators and ensured continuity programs met FFIEC and NIST 800-53 requirements.
- Conducted third-party vendor risk assessments on critical suppliers and partners.

Business Continuity & Disaster Recovery Consultant | FDM Group (contractor placed at U.S. Financial Technology) — Apr 2020 – Jul 2022

- Established foundational BC/DR frameworks as an embedded consultant.
- Supported business impact assessments and developed disaster recovery procedures across core operations.
- Contributed to enterprise resilience planning during a period of significant organizational growth.

SKILLS

Business Impact Analysis (BIA) · Business Continuity Planning (BCP) · Disaster Recovery · Crisis Management · Tabletop Exercises · Third-Party Vendor Risk · ISO 22301 · NIST 800-53 · FFIEC · GLBA · Process Automation with AI

CERTIFICATIONS

- CCRP – Certified Cyber Resilience Professional, DRI International
- CC – Certified in Cybersecurity, (ISC)²
- CBCP – Certified Business Continuity Professional (expected 2026)

EDUCATION

Bachelor of Science, Software Engineering — University of Balamand