#### 100022-MET-56CEO-E-2013

# **Operations Manager**

Holds a B. Sc. in Mechatronics Engineering and has over 6 years hands-on experience with experience in project management and knowledge about marketing, sales, lean and six sigma techniques.

#### PERSONAL DATA

Nationality : Egyptian Gender : Male

Residence : Saraya El Obba, Cairo

#### **EDUCATION**

B. Sc. in Mechatronics Engineering, Ain Shams University, 2013

#### **LANGUAGES**

Arabic : Native Language English : Very Good

## **COMPUTER SKILLS**

: Windows, MS Office (Word, Excel, Access, Power Point), Internet

: MS Project, Visio, OneNote

: Primavera

: Autodesk AutoCAD & Inventor

# TRAINING COURSES AND CERTIFICATIONS

- : Currently studying MBA at ESLSCA Business School.
- : Project Management Professional (PMP Certificate No.: 2183004) (Mar. 2018).
- : Lean & Six Sigma green belt (IASSC ICGB Certificate No.: 1-2694) (Feb. 2017).
- : ITIL Foundation in IT Service Management (Certificate No.: GR750266265AY) (Oct. 2016).
- : TOT (Training of Trainers diploma) at RITI (84 hours) (Mar. 2017 Jun. 2017), it helped me to:
  - Understand the core competencies of a trainer in a way that influence organization excellence.
  - Utilize various assessment tools effectively to maximize the value of training as a performance improvement tool.
  - Design and develop full training toolkit that reflects on the training objectives as well as the organization culture.

- Master trainer's skills in a way that is capitalized on the ROI (Return on Investment).
- Assess the training impact as part of the organization development strategies.
- : Embedded Systems Diploma at Embedded Fab (180 hours).
- : Industrial Safety Diploma (NEBOSH) by Eng. Ali Roushd (60 hours).
- : Education for Employment (EFE Foundation) (Jun./Jul. 2014): 160 hours Full time (9 am 6 pm) daily course focuses on: English language proficiency, Soft skills development, Team dynamics enrooting.
- : Life coaching & Entrepreneur ship Diploma in American University in Cairo (Feb. 2013): 96 hours full time (8 am 4 pm) daily Diploma, which includes: Project management, Strategic innovation, Business report writing, Business Etiquette, Business planning, Economy, Time management, Leadership).

## CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Jun. 2018 till Aug. 2019

**Employer** : Makeena CNC

Job title : Operations Manager

Job Description : • Ove

- Oversaw day-to-day operations, assigned weekly performance goals and assured their completion.
- Recruited employees to achieve sales, profitability, market share and business plan objectives.
- Maintained project timelines to ensure tasks are accomplished on time.
- Developed, implemented, and maintained budgetary and resource allocation and business plans to support the company's financial objectives.
- Delegated responsibilities to the best fit employees to perform them while ensured all policies, procedures, standards, specifications, guidelines and cultural values are maintained.
- Resolved internal staff conflicts efficiently to the mutual benefit of those involved and improved internal processes to ensure all employees work as a cohesive unit.
- Sustained current market position and growing market share.
- Supported sales teams and key account managers in retention of existing clients.
- Anticipated client needs and developed solutions to meet those needs.

Dates : From Jul. 2017 till May 2018

**Employer**: Makeena CNC

Job title : Commercial Developer

Job Description : • Built relationships with clients to establish new contracts and developed strong relationships with different departments within the company to ensure everyone is working toward the same targets and goals.

- Identified client needs and suggested appropriate products/services.
- Developed strategic plans to encourage business growth by using analytics to create action plans that are based on data and statistics, then interpreted results against targets.
- Conducted risk assessments and pricing structures to work toward

commercial growth.

• Oversaw staff, suppliers, and contractors to ensure that deadlines are met and solve issues as quickly as possible.

Dates : From Aug. 2016 till Jun. 2017

**Employer** : Makeena CNC **Job title** : Project Manager

Job Description

- Supported Manufacturing in all regulatory filing activities and worked closely with process team to ensure all operational support is provided and received as required by production timelines.
- Managed timelines in conjunction with top Management to ensure that regulatory submission strategies meets manufacturing needs.
- Prepared, distributed and presented project status reports to management.
- Utilized tools and mechanisms to ensure alignment of manufacturing processes, procedures and methods between all departments.

Dates : From Jan. 2016 till Jul. 2016

**Employer**: Makeena CNC

Job title : Project Planning Engineer

Job Description : • Planned, cod

- Planned, coordinated and monitored activities of assigned projects to develop and implement procedures, processes and systems.
- Prepared short and long-term resource allocation plans based on input from all key players and team members.
- Evaluated and analyzed with team the risks and issues compromising project results and developed plans to mitigate them.

Dates : From Nov. 2014 till Dec. 2015
Employer : Petro Services Drilling Overseas

Job title : Industrial Solutions Engineer

**Job Description**: • Promoted and developed new regional and international opportunities through organic customer growth and new business development opportunities.

- Aligned with senior manager on current events in the market and key opportunities.
- Implemented commercialization strategies and reported monthly and quarterly on progress.

**Dates** : From Aug. 2013 till Oct. 2014

Project : Cairo Festival City Mall

Job title : Electromechanical Project Engineer

Job Description : • Assisted in preparation and implementation of Project Execution Plan

- Attended the Weekly Progress Meetings (internal as well as with clients) and assisted in preparation of Minutes Of Meetings.
- Monitored work in progress and prepared weekly report of the status of each assignment.
- · Coordinated materials and assisted in the logistics, its shipment and

- receipt at site.
- Coordinated with all projects related personnel on day-to day progress of work activities, procurement and operations to ensure timely completion of the project.
- Provided full support as required by the management for all projects.