

With over 20 years of international consulting experience, I am an accomplished senior business and digital transformation, business intelligence, cost optimisation and strategy consultant with extensive project and change management experience. With proven gravitas to manage relationships at all levels (CxO and Senior Government Officials), I am used to bridging the gap between Business and IT functions, with a deft ability to manage highly skilled cross functional and multi-site teams. I possess strong inter-personal skills with a collaborative leadership style and a high sense of responsibility and commitment, injecting a powerful culture for success.

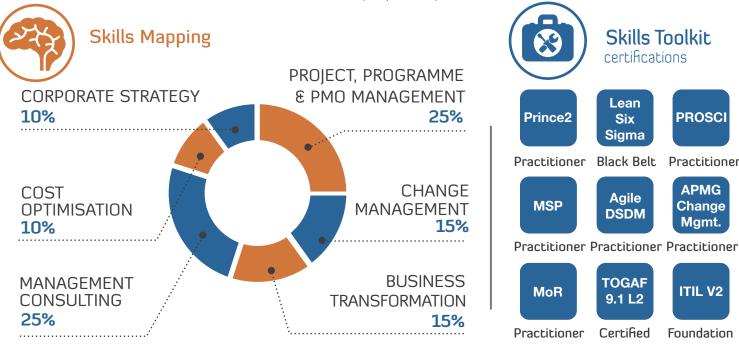
### Education

ExMBA from IE Business School in Madrid, Spain (4th ft.com rank 2007)



# Methodologies & Knowledge

I spend a great amount of my free time researching and developing frameworks that will support and improve the assignments I undertake, particularly when it comes to integration between Change (PROSCI) and Project Management (PMI/Prince2).





**TOGAF** 9.1 L2

ITIL V2

Certified

Foundation

### Main Achievements

Creation and implementation of Integrated Corporate Project and Change Management Framework

10pp CSAT increase within 6 months for KSA Water Utility through Customer Centric BPR

Successful delivery of project with cost savings of over EUR 12 million through BPR and BPO

Creation of Corporate Strategy & Governance for Bahrain's Survey & Land Registration Bureau

Successful creation and implementation of TOM (Target Operating Model) to public and private sectors Enabled sales growth of 3pp year on year through strategic sales planning and profitability analysis



2017 - 2020

Bapco - Bahrain

# Head of PMO & Change Management

PMO, CMO, business intelligence and internal consulting for key strategic projects Achievements

- Establish PROSCI CM practice - Provide internal consultancy
- Support strategic projects

Recommendations

- Re-alignment of PM and CM frameworks
- Establishment of CMO and CM Maturity model Design and implementation of PPM platform
- Consolidation of CM practices based on PROSCI PROSCI maturity increase from L1 to L3

- Creation of Corporate PM / CM Framework

Business Management Senior Management

2017 - 2017

Al Ain Dairy - UAE

## PMO Manager & Project Manager

Management of PMO and key strategic projects

Objectives

- Establish PMO
- Creation of PMO Standard
- Management of strategic projects
- Recommendations
- Implement PM practices and processes
- Management of project portfolio
- Create PM standard based on leading practices
- Achievements
- Established new PM Framework
- Creation of PM standard
- Revision of key business cases

2016 - 2017

Years

Gulf International Bank (GIB) - Bahrain

## Senior Strategy, Change & EPMO Consultant

Change portfolio management, business planning and business transformation

Objectives

- Change portfolio mgmt. and oversight
- BSC implementation
- EPMO methodology review
- Recommendations
- Re-alignment of frameworks and governance
- Achievements
- Established new CM Framework
- Improved business planning process
- Established new PPM prioritisation model

2015 - 2016

Years

2013 - 2015

Years

- MIS data quality and automation

- Transformation portfolio architecture focus

Adivo (Argon) Consulting (Client: National Water Company) - Riyadh

# Senior Manager - Management Consultancy

Management consultant to Strategy & EPMO initiatives chaired by the client's CEO Recommendations

Objectives

Objectives

Objectives

- Strategy and Commercial Planning
- Customer Centric strategy development Service portfolio and cost optimisation
- Digital Transformation strategy creation
- - Customer journey / experience mapping

- Customer engagement strategy creation

- 10pp increase in CSAT

Achievements

- Cost saving initiative business case for 2016
- Re-alignment of Customer Experience strategy

Ordnance Survey (Client: Survey & Land Registration Bureau) - Bahrain

# Senior Project Manager & Business Consultant

Formulation of a new vision, strategy and corporate governance model at ministerial level

2012 - 2013

- Formulate new Vision & strategy

- Alignment with government strategy
- Gain buy-in from key stakeholders
- Recommendations
  - Adoption of Lean principles and culture
  - Align customers' needs to core competencies - New TOM definition and implementation
- Achievements
  - Improved corporate integration through BPR
  - 4 year investment portfolio & budget definition
  - Recognition of new strategy by DPM's office

Cisco Systems - UK

# EMEA Regional Programme Manager

Implementation of Commercial Online Portal to all Cisco distributors and tier-2 partners in EMEA

Years

1996 - 2012

Years

- Develop partner quoting & ordering portal BPR aimed at minimising revenue leakage
- Rollout to over 150+ entities in EMEA
- Training for distributors and key partners
- Recommendations

Business Manager to CEO

- Ensure knowledge capture and retention
- Achievements
- Increased stakeholder buy-in, reduced resistance
- Improve sw development using impact analysis Delivery on time despite 42% budget reduction
  - Management reporting adopted worldwide

Cipher Infosec - Brazil

Saudi Central Bank (SAMA) - KSA

Vocalink - UK

Amadeus IT Group - Spain

Amadeus SAS - France

Baclays Bank - UK

Barclays Capital - UK

Reuters - UK FSA - UK

Hewlett Packard - Germany Helpdesk Project Manager Bank of Brazil - UK Helpdesk Manager

Business Information Manager to VP Global Sales (Julia Sattel) Outsourcing & CRM Project Manager

Senior Project Manager / Business Transformation Consultant

Customer Services Operations Project Manager UK Service Operations / Service Desk Manager

Regional Commercial and Consulting Manager

Helpdesk Manager

Customer Services Project Manager