

ALI EL NATOUT

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Summary

An accomplished executive boasting 15+ years of proficient leadership in project management, specializing in steering multifaceted, cross-functional endeavors spanning diverse industries. Recognized for expertise in crafting and executing digital transformation & change management strategies, which enhance operational efficiency, elevate customer satisfaction, and propel organizational expansion. Renowned as a visionary and collaborative leader committed to cultivating a culture of innovation, agility, and unparalleled excellence.

Career Profile

Medica Group

Beirut, Lebanon

August 2022 - Present



Regional Head of Project Management Office

Responsibilities

- Spearhead formulation and execution of PMO's strategic vision, focusing on AI implementation, digital transformation, and change management projects across Medica in UAE, KSA, and Lebanon.
- Define PMO's mission, objectives, and KPIs, integrating digital transformation metrics for measuring project success.
- Establish and maintain project management methodologies, standards, processes, and policies tailored to digital transformation initiatives.
- Oversee organization's AI and digital transformation project portfolio, prioritizing initiatives and allocating resources.
- Collaborate with stakeholders to identify, evaluate, and select digital transformation projects aligned with business objectives.
- Provide visionary leadership, coaching, and mentorship to PMO team, fostering a culture of excellence in digital transformation project management.
- Drive change management initiatives related to digital transformation practices, methodologies, and organizational processes.

Key Transformative Projects:

- Implemented AI chatbot on company site, enhancing internal communication and productivity.
- Introduced advanced ticketing system, revolutionizing customer care function and increasing satisfaction.
- Optimized operational processes through strategic analysis, resulting in improved performance metrics.
- Developed HR policies and procedures with digital tools, fostering a culture of efficiency and innovation.
- Reengineered supply chain operations with digitalization, strengthening competitive edge.
- Revamped CRM system for seamless customer relationship management.
- Redesigned finance processes to align with organizational restructuring, driving greater efficiency.
- Developed comprehensive reporting system with advanced analytics, setting new standards for financial governance and strategic planning.

Food & Drug Corporation
Beirut, Lebanon
December 2021 – July 2022
Business Excellence Manager



Responsibilities

- Ensure efficient execution of projects by establishing and maintaining project and change management standards, processes, and best practices, optimizing resource utilization to achieve strategic objectives.
- Play an active role in the development of company policies and procedures, incorporating effective checkpoints and balances for delivering high-quality services and products.
- Evaluate the business operating model, optimizing it while addressing areas of improvement.
- Execute improvement initiatives within corporate processes, collaborating with the IT team to implement and test automation.
- Research and identify ongoing improvement opportunities, with a particular focus on compliance standards and quality assurance management.
- Implement quality metrics and reporting mechanisms to monitor compliance with the FDC compliance plan, identifying gaps and initiating necessary action plans.
- Continuously monitor, follow up, and ensure the execution of action plans with concerned stakeholders.

Andersen Global
Riyadh, Saudi Arabia
January 2020 – March 2021
Consulting Manager – Change Management



Responsibilities

- Led the change management consulting team for a Saudi Ministry digital transformation project.
- Applied change management processes and tools to create a strategy supporting the adoption of the changes required by the project (ADKAR Model).
- Collaborated with team leaders and project managers on project-related initiatives, holding regular meetings to review project status, identify issues, work toward resolution, and maintain project plans.
- Coordinated project resources, with a focus on team members and support departments.
- Maintained project records, including meeting minutes, activity reports, and meeting agendas.
- Monitored progress against plans and schedules, identifying and resolving problems and updating project plans as needed.
- Oversaw and managed project communication efforts, including writing and disseminating project communications, conducting regular project status calls, and responding to team members' communications.
- Supported the design, development, delivery, and management of communications.

Responsibilities

- Managed the Procurement and Contracts Administration Department's efforts in analyzing and interpreting data to enhance fact-based decision-making through periodic reports.
- Designed the framework for creating, managing, and completing projects, aligning them with the designated transformation objectives.
- Established and updated organizational processes, procedures, and systems.
- Recommended strategic process enhancements in sourcing and contracting processes by identifying, analyzing, and interpreting sourcing trends and patterns.
- Introduced process automation to various supply chain processes, resulting in increased efficiency.
- Developed, designed, and monitored key performance indicators (KPIs), leading to enhanced employee efficiency, and improved internal customer satisfaction.
- Implemented a digital transformation project for warehouse and inventory processes, resulting in standardized system-based transactions and optimal performance.

Natout Delight
Curitiba, Brazil
Dec. 2016 – April 2018
Managing Director for Business Startup



Responsibilities

- Managed the successful conclusion of the project, providing leadership, managing risks, monitoring finances, and ensuring that each project phase starts and ends on schedule.
- Developed Human Resources & Procurement manuals, including organizational charts, policies, processes, procedures, and authority matrices.
- Created the standard operating procedure (SOP) manual covering production, packaging, and distribution functions.
- Monitored sales plans and targets and ensured their achievement.
- Managed the hiring and training process of employees.
- Ensured that all HSEQ procedures are applied.
- Analyzed financial data, identified growth opportunities, and generated management reports for shareholders.
- Monitored customer satisfaction reviews and feedback.

Responsibilities

- Enhanced the construction operational system by implementing continuous process improvement, resulting in increased efficiency and effectiveness.
- Provided support and guidance to project directors to ensure the effective implementation of Quality Management System requirements.
- Followed up with all QMS representatives on projects to resolve observations or nonconformities raised by internal or external audits.
- Developed and controlled the executive management report for the division manager regarding all construction projects.
- Managed the hiring process for all QMS representatives/engineers to ensure readiness and deployment of the QMS on new projects.

Responsibilities

- Led corporate transformation projects by applying a project management framework to ensure objectives and targets were met within defined plans and budgets.
- Managed and controlled organizational business processes, resulting in improvements in the Human Resources, Finance, and Procurement departments.
- Developed the Group HR policies, procedures, forms, and transformed the existing administration department into a Human Resources department.
- Transformed new HR processes into a solution and ensured its integration into the existing ERP.
- Captured the restructuring of group organizational charts, emphasized recommendations, and maintained governance between the departments.
- Conducted root-cause analysis on user-raised complaints regarding process or system deficiencies.
- Developed key performance indicators (KPIs) across process models and identified resource bottlenecks and process weaknesses, resulting in better process execution.
- Managed the project of registering fixed assets within the scope of machinery, equipment, and vehicles of the group across KSA, resulting in accurate data capture for better monitoring and control by management.
- Managed the CEO's management report for the group.

Responsibilities

- Developed and updated the company's policies & procedures.
- Implemented continuous process improvement in the Human Resources, Finance, and Procurement departments.
- Developed jointly with KPMG all business processes, gathered the requirements, and developed the process mapping of the "AS – IS" and "TO – BE" during the ERP implementation project.
- Developed and maintained the organizational charts.
- Developed the company salary scale, competency dictionary, Job family dictionary & job descriptions.

Education

2010 – 2012, Lebanese American University in Beirut, Lebanon

Master's degree (MBA) in Business Administration



2001 – 2006, Lebanese American University in Beirut, Lebanon

Bachelor's degree (B.S) in Management Information Systems (MIS) & Minor studies in Computer Science

Certificate

Strategic Project Management for Executives by CMCS
Lean Six Sigma – Six Sigma Society Credential ID 68347217
Lean Six Sigma Green Belt – The Knowledge Academy

Languages

Arabic: Native
English: Fluent

Skills

Project Management • Digital Transformation • Team Leadership • Business Analysis • Business Process
• Procurement • ERP • Strategic Planning • Business Process Improvement • Budgets
• Change Management