

Joanna Abou Jaoude

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Professional Experience

Self Employed – UAE based

Since Aug 2019

Independent Consultant

Leading a digital transformation for BUPA Arabia (KSA). Scope covers

- Mapping and optimizing core and support processes
- Identifying opportunities to automate processes
- Recommending a new organization structure including a digital factory
- Developing a governance, risk, and compliance framework
- Introducing design thinking concepts into business process modeling
- Leveraging business process modeling and robotic process automation platforms
- Looking into integration possibilities with other technologies

Deloitte, Management Consulting Practice – UAE based

Aug 2012 – June 2019

(includes a one-year break)

Senior Manager (previously Senior Consultant and Manager)

- Exposed to management consulting areas spanning M&As/people integration, HR system implementation, digital transformation, HR transformation, talent management, talent acquisition, learning and development, total rewards, organization design, leadership development, change management, and strategy/strategy cascade
- Ranked among the top 1% of Deloitte employees in the Middle East consecutively
- Selected to work on projects for high-profile clients (Amazon, Oracle, Apple, Pfizer, Kronos, NY University) with Deloitte US and UK
 - Designed and operated Amazon HR Shared Service in the Middle East
 - Modeled all Amazon HR processes and policies for the Middle East
 - Led three M&A for Pfizer from a People and Programs perspective
 - Formulated Apple Middle East HR processes and policies
- Nominated to visit Deloitte University in Brussels for 2 consecutive years
- Managed large transformational projects (up to 25 members and budgets exceeding USD 20 Millions)
- Presented in front of senior audience including Board of Directors and C-Suite (French, English, and Arabic)
- Developed key accounts through account planning techniques (UAE, KSA)
- Coached team members under a formal coaching program for analysts
- Involved in the management of events: launch of publications, promotion of services, employee gatherings, and hosting speakers
- Wrote more than 15 papers published in media such as Forbes, UAE-based newspaper, Deloitte publications, and UK-based journal

Self Employed – Lebanon

Aug 2010 – July 2012

Independent Consultant

- Managed a portfolio of clients focusing on organization design. Clients comprised small to medium family businesses aiming to institutionalize their operations and ways of working

Dar Al Hayat (Pan Arab Media Outlet) - Lebanon

Nov 2006 – July 2010

Organization Design Specialist (previously HR Generalist)

- Initially supported the HR function and then moved to the Project Management office. Worked out of Beirut and served 13 offices across EMEA. Focused primarily on the digitization of the business and the identification of alternative revenue generation streams with strategic partners such as BBC, NY Times and others

Teaching Experience

Teaching

2010 – 2012

- Taught courses at the Faculties of Economics and HR Management, Saint Joseph University (USJ), Lebanon

Education

Continued Education Programs

2010 – Present

- Attended several MOOCs using Lynda.com (now acquired by LinkedIn) on various topics e.g. Block-Chain, Innovation, Design Thinking, Machine Learning, Bots, Artificial Intelligence, Innovation, and others
- Attended an Executive Program on Organizational Behavioral at the London School of Economics
- Completed a PHR Certification with the Society for HR Management (SHRM)
- Completed a PMP Certification with the Project Management Institute (PMI)
- Chartered Fellow at the Chartered Institute for Personnel and Development in the UK

Grenoble School of Management – France

Oct 2019 – Present

- Doctoral studies in decision sciences

Saint Joseph University (USJ) – Lebanon

Oct 2003 – Jun 2008

- Masters' degree in Human Resources Management (Honors)
- Bachelor's degree in Economics

Additional Information

Languages: Fluent in English, French and Arabic. Conversational in Spanish

Technology: MS Office, SharePoint, Cloud HCM Products (pre-sales and sales knowledge – SAP, Oracle, and WorkDay)

Interests: Yoga, Swimming, Reading, Movies, and Traveling. Owner of the blog www.styloabille.com

Community Work: Active member of several NGOs mainly *Donner Sang Computer* (Blood Donation, Lebanon), Injaz Al Arab (Arab Youth Employment, MENA), NOD-LB (Organ and Tissues Donation, Lebanon)