

MAHMOUD NASSER

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IT Project Management professional with more than 9 years' experience in different fields such as project management, Digital Transformation, IT Strategy, Restructuring, Process and Efficiency Improvement, Digital Innovation, Resource Management & Training, Budget Management, Procurement and Implementation of new Operational Procedures.

ACCOMPLISHMENTS

- Managing the opening of four new Carrefour branches which included conducting feasibility studies, budgeting, procurement, plan execution, monitoring and control and project closure.
- Directed various technology projects from A to Z including costing, time, scope and quality assurance.
- Managing the digital transformation of manual processes at MAF

PROFESSIONAL EXPERIENCE

- **Majid Al Futtaim, Carrefour Lebanon**

Majid Al Futtaim is the leading shopping mall, communities, retail and leisure pioneer across the Middle East, Africa and Asia and is the exclusive franchisee for Carrefour, operating over 210 outlets in 15 countries.

Position Country IT & Business Cycle (BC) Manager (Digital & Omni channel Project Manager)

Employment Duration December 2013 to October 2018

Responsibilities:

- Lead a team of 18 members and ensured they have the right tools and knowledge to achieve departmental targets. This also included assigning team members to different projects based on competencies.
- Planned and executed the customer service interface after sales and invoicing.
- Implemented the new Wi-Fi solution in all branches
- Managed and executed the digital commerce strategy and platform to facilitate a customized experience for customers to improve operational efficiency
- Managed the portfolio of diverse projects that span RTW's digital commerce platform; which includes Web, Mobile, Store and Omni-channel technologies
- Worked with diverse teams and stakeholders to deploy the digital transformation project and provide status reports to HQ senior management
- Managed supplier selections through negotiation and as per the set standards to ensure quality control
- Point of sale system applications
- Initiated the e-commerce project of online shopping which is currently in use.
- Headed the restructuring project of seven support units by managing standard management procedures which also involved team building (hiring), training and development.
- Prepared Data Analytics and presented reports on a monthly basis to senior management with findings and improvement plans to cut costs and increase profitability
- Launched the new Loyalty Program (Cash Back) in Carrefour.
- Ensured data & system access is as per standard policies and procedures

- Conducted appraisals for employees with high potential and growth and proposed their career development plan
- Managed assets including asset entries, device errors, periodical tests and preventive maintenance to ensure proper function of all I.T. systems
- Elaborated, executed & followed up the on the departmental training plan
- Managed the departmental needs within the given budget.
- Followed up on the company's procedures of daily, weekly, monthly & yearly tasks (operations)
- Monitored the availability, functionality and performance of networks, systems & servers.
- Assured & implemented data, software and hardware security procedures & policies
- Controlled the inventory process for the whole items in the company.
- Enhanced and improved the service level of IT department and ensured quality assurance as per HQ requirements and standards.
- Provided technical advice to IT staff and other departments on software, system, hardware, and data communication.

- **M.I.C.E Lebanon S.A.R.L**

M.I.C.E Lebanon has been working closely with the Chamber of Commerce, Industry and Agriculture of Beirut and Mount Lebanon to strengthen economic ties with neighboring countries, and facilitate market entry for Lebanese companies into key developing economies.

Employment Duration 1 year.

Position Consultant and execution manager

Responsibilities:

Conducted consulting assignments on the following topics:

- Data and CRM strategy
- Digital Strategy proposal
- SMARTEX exhibition management
- **Sweden, Halmstad. Summer 2012:**
 - Study and research project. (HiWeb company)
- **Smart Technical Center – Lebanon 2010-2011:**
 - Headed the computer department which included full management of IT systems and network administration
 - Reviewed content of coursework to be delivered to students
 - Delivered specific IT and mathematics courses in subjects such as (Autocad,Photoshop,A+..)

EDUCATION

- **Arts, Sciences and Technology University in Lebanon AUL**

Master's degree, Computer and Communication Engineering (2002 - 2009)

- **Lycée Palais des pins**

Lebanese Baccalaureate (General Science) (2000 - 2001)

TECHNICAL & SOFT SKILLS

- PMP, Project Management Professional (New Horizon Beirut), April-2019
- ITIL Foundation v3(Peoplecert), Jun 2015
- Time Management (Thomson Reuters), May 2015
- Performance Appraisal, February 2015
- CISCO 200-120, CCNA · (IT Grammar), January 2014
- JIRA
- Risk Management
- Leadership
- Negotiation

PRESENTATIONS AND LECTURES

- Presentation, “H.I. S,” Hospital Information System, 2017. Mount Lebanon Habanjar Hospital
- Presentation and Lecture: “Security Awareness” 2017
- Workshop, “Service Department” Organization, Methodology, standard and Process.2018
- Workshop, “Digital Transformation,” Omni channel Project, 2018.

LANGUAGES

- Arabic: Native Language
- English: Speaker, Reading and Writing
- French: Speaker, Reading and Writing

REFERENCES

- **Dr. Ali Hamieh** , Dean of the Faculty of Engineering
Arts, Sciences and Technology University in Lebanon
Phone: 03480616

- **Hussam Abed el Aziz** General Manager
MAF Carrefour
Phone: 76888570