

# KIWAN Arkan

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## About me:

Expert Lead Project Managers with proven professional experience of more than 10 years in projects and operations. Skilled in team management, projects and operations execution, continuous improvement, negotiation and communication. Strong program and project management capabilities with a Master of Business Administration from University La Sagesse, along with PMI certification – PMP #2099459. Always looking for new challenges and experiences.

## Education:

**2009-2012: Executive Master of Business Administration**  
University La Sagesse (ULS) – Lebanon

## Languages:

**Arabic, English, French**  
Written, spoken and read fluently

## Professional Experience:

**May 2019 – Present**

**Lead Project Managers Execution - Global Key Account**  
**Sidel Asia Middle East Africa / Dubai / UAE**

- Manage and lead the team of project managers
- Ensure consistency across regions in project execution and field activities
- Drive and support day to day project management activities from order intake to project closing
- Ensure compliance with corporate processes and technical specifications
- Ensure deliverables are being met to stakeholders' satisfaction on time in full
- Support the team in eliminating roadblocks and escalating and resolving conflicts
- Coaching and training of team members
- Regular performance appraisals and creation of development plans
- Monitor projects portfolio financials and profitability along its lifecycle
- Manage workload and follow up team utilization and absorption
- Work on continuous improvement initiatives and cascade lessons learned where appropriate

**June 2016 – April 2019**

**Project Manager Execution - Global Key Account**  
**Sidel Asia Middle East Africa / Dubai / UAE**

- Accountable for projects deliverables in terms of:
- HSE - Required Health & Safety, Environmental standards are met and plan in place prior to the start of project activities
  - Quality - Deliverables are being met to defined specifications from the first time. Project scope and specifications are clearly defined
  - Cost - Project deliverables, including on-site activities are being completed within the project baselined cost

- Delivery - Deliverables are being completed within the project schedule timelines
- Ensure all required statutory and regulatory conditions are being met, including corporate values, governance and processes
- Ensure risk assessment and response plan are in place for critical projects. Accountable to drive risk management and mitigation
- Manage, support and coach the assigned team, driving the relevant competence development & utilization
- Eliminate roadblocks for team
- Support the team in managing scope changes without affecting the baselined objectives and benefits, resolve conflicts
- Regular and timely reporting to the Stakeholders. Drive Technical issues escalation follow up calls with global support office
- Monitor and ensure all project systems are regularly updated

**August 2015 – May 2016**

**Installation Coordination Manager  
Sidel Greater Middle East and Africa / Dubai / UAE**

- Manage site activities from costing phase to delivery and closure
- Manage site activities budget, tracking cost and delays
- Responsible for planning of activities and on-site coordination
- Support operations to assure the most cost and time efficient solutions are implemented
- Technical support and liaison with subject matter experts
- Client interface and progress follow up

**January 2014 – August 2015**

**Operations Start up Manager  
Nestlé Waters / Ain-Zhalta Factory /LEBANON**

- In project design phase, assist in the user requirement specifications development
- Defining and owning project success criteria
- Coordinating suppliers' activities
- Develop and manage master startup plan for project phases and activities
- Responsible of all matters related to project consumables and material (specifications, samples, quality, key contact with suppliers)
- Coordinate the resources and materials availability
- Coordinate/manage the staffing and training process
- Defining training program based on skill matrix
- Preparing and managing the project start-up process
- Coordinate and manage operational team and ensure that certifications are completed on time
- Assuring safety process to be in place and enforced from the start
- Coordinate product/process permits & licenses
- Aligning all functions and stakeholders on expectations
- Measuring progress and verification of deliverables
- Ensure a proactive and effective handover of the project to the operational team

**February 2013 – January 2014**

**NCE (Nestlé Continuous Excellence) Champion  
Nestlé Waters / Ain-Zhalta Factory /LEBANON**

- Goal Alignment team leader, basic platform for TPM (Total Productive Maintenance)

- Selecting, training and coaching the goal alignment pillar members
- Responsible of the implementation, coaching and assessing the goal alignment project in the factory
- Responsible of preparing with all departments the operational and projects master plan of the factory for 3 years ahead and cascading it to drivers and KPI's starting with the business objectives to reach the lowest unit level in the business
- Establishing the operations reviews to cover all levels and provide the appropriate coaching tools and calibration
- Establishing the problem-solving mindset through developed projects and problem-solving tools
- Looking for continuous improvements and implementing cost savings initiatives and projects

**January 2011 – February 2013**

**Safety, Health and environmental Officer  
Nestlé Waters / Ain-Zhalta Factory /LEBANON**

- Acquired the ISO 14000/ 18000 + Zurich Audit Certification
- Improving working conditions to match Health, Safety and Environmental requirements
- Applying Corporate and Local HSE standards
- Working on energy and water savings, recycling and 5S implementation

**March 2010 – August 2015**

**Production Manager  
Nestlé Waters / Ain-Zhalta Factory /LEBANON**

- Coordinated with foreign suppliers to start up the operations of the new factory
- Staffed and trained new teams to fulfill required tasks and responsibilities
- Providing continuous training
- Ensuring standards compliance
- Planning operations schedule and assuring the good operating process in place
- Evaluating operations reliability and results to improve efficiency
- Testing new consumables and provide technical reports
- Working on savings by reducing waste
- Leading the daily operations reviews between departments

## **Projects:**

Managed and supervised +30 projects in several geographical areas: South East Asia and Pacific – GCC – Africa – Middle East - Europe

## **References:**

Available upon request