

**Dr. Bilal Marji, Lebanese Canadian**  
**Languages: Fluent Read/Write English and Arabic**

**Marital Status:** Married

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**Availability:** Immediate

Dear Hiring Team

I am excited to apply for the Project Manager position at your reputable organization. With over 10 years of experience leading high-impact projects across multinational organizations in GCC and North America, I bring a proven track record in strategic planning, team leadership, and operational excellence. My academic credentials, including a Ph.D. in Business Management, coupled with hands-on expertise in project management, business analysis, process improvement and training delivery, uniquely position me to contribute meaningfully to your organization's mission.

In my previous roles, I successfully managed multimillion-dollar budgets, ensuring cost-effective and impactful project outcomes. At Sidra Medical Research Center, I oversaw medium- to large-scale initiatives, including system integrations, Lean Six Sigma implementations, and capacity-building programs, which delivered measurable improvements in efficiency and client outcomes. My ability to design and execute comprehensive training programs was pivotal in aligning cross-functional teams, enhancing user adoption, and fostering sustainable organizational change.

Throughout my career, I have embraced innovative methodologies, leveraging Agile and Design Thinking approaches to deliver transformative solutions. For example, while at University Health Network, I drove the implementation of AI-powered clinical documentation tools, reducing turnaround times and generating \$3M in annual cost savings. These experiences underline my ability to adapt and lead in fast-paced, dynamic environments—a key strength I would bring to your organization.

Beyond technical expertise, I am passionate about building strong, collaborative teams and mentoring others. I have consistently designed and facilitated training sessions tailored to diverse audiences, from frontline staff to senior executives, empowering them with the knowledge and skills needed to achieve shared goals. My academic background has also deepened my ability to take a data-driven approach to solving complex problems, ensuring decisions are informed, strategic, and results-oriented.

The opportunity to contribute to your meaningful projects aligns with my commitment to delivering impactful solutions that enhance operational efficiency, optimize outcomes, and create lasting value. I am particularly drawn to the chance to apply my expertise in monitoring and evaluation systems, as well as donor reporting, to ensure your projects exceed expectations and achieve sustainable success.

I welcome the opportunity to discuss how my skills, experience, and academic background align with the strategic goals of your organization. Thank you for considering my application. I look forward to the possibility of contributing to your team and supporting your vital mission.

Sincerely,  
Bilal Marji

## **Educational Qualifications**

**Post Graduate- Health Informatics**, Ryerson University, Toronto, (2022)

**Post Graduate Courses- Data Analytics**, Ryerson University, Toronto, (2021)

**Doctorate of Business Administration (DBA)**, Grenoble Ecole de Management (GEM), France, 2014

**Master's in Business Administration/Management**, American University of Science and Technology (AUST), 2010

**Bachelors of Science in Clinical Laboratory Science**, American University of Science and Technology (AUST), 2006

## **Technical Qualifications**

Certified Scrum Product Owner, Scrum Alliance, 2023

ITIL IT Service Management Certified v3 – AXELOS, United Kingdom, 2018

Lean Six Sigma Green Belt, Sidra Medical & Research Center, 2018

Certified Business Analysis Professional (CBAP®) Training, simplilearn, 2017

PRINCE2® Registered Practitioner-AXELOS, United Kingdom, 2015

Certified Professional in Healthcare Quality (CPHQ) Training, Quality Associates Inc. (USA), 2009

## **Professional Contour**

### **Senior Manager, PMO, Specialty Health Network (SHN), Toronto | 2024-Present**

- ◆ **Project Budget Management:** Directed the design and execution of annual project budgets, ensuring alignment with strategic goals, cost-effectiveness, and donor compliance. Established standardized processes and templates to improve budget planning and reporting efficiency across multiple projects.
- ◆ **Strategic Project Leadership:** Spearheaded the implementation of high-impact projects, including digital transformation and education-related initiatives, ensuring operational efficiency, cost-effectiveness, and timely delivery of key deliverables.
- ◆ **Monitoring and Evaluation Systems:** Developed and implemented robust monitoring and evaluation frameworks to track project activities, measure outputs, and assess progress toward strategic outcomes. This ensured accountability and adherence to donor expectations while supporting evidence-based decision-making.
- ◆ **Team Building & Leadership:** Built and led high-performing cross-functional teams, fostering collaboration and accountability to achieve strategic project objectives. Provided executive guidance to team members, ensuring clear roles, efficient workflows, and successful project execution.
- ◆ **Donor Reporting & Stakeholder Engagement:** Supervised donor reporting activities, preparing comprehensive reports that met all deadlines and outlined key achievements, challenges, and progress toward anticipated results. Actively engaged with stakeholders to align priorities and maintain transparency.
- ◆ **Project Planning & Execution:** Designed and implemented comprehensive project plans, aligning multiple workstreams, stakeholders, and resources to meet project timelines. Leveraged strategic thinking and problem-solving to devise remedial actions for identified challenges.
- ◆ **Risk & Crisis Management:** Proactively identified risks, devised mitigation strategies, and implemented crisis management plans to ensure smooth project operations and continuous improvement.
- ◆ **Agile Methodologies & Team Supervision:** Led teams using Agile and iterative approaches, coordinating daily operations, supervising testing phases (UAT, regression, functional testing), and ensuring seamless implementation of project deliverables.
- ◆ **Education & Training Program Design:** Delivered customized training programs and workshops aligned with project needs to empower team members and ensure smooth transitions during project implementation phases. This included designing curricula to support education-related projects.
- ◆ **Process Improvement & Optimization:** Applied Lean and Agile principles to streamline operational processes, improve team collaboration, and enhance project efficiency, ensuring alignment with strategic goals and organizational vision.
- ◆ **Digital Transformation Projects:** Managed end-to-end digital transformation initiatives, including the integration of technology systems to enhance workflows, automate processes, and drive data-informed decision-making.
- ◆ **Leadership in Multicultural Environments:** Successfully led diverse teams in fast-paced and multicultural environments, fostering collaboration and adaptability to navigate complex challenges and deliver measurable project outcomes.

### **Project Manager/Program Manager, PMO, University Health Network (UHN), Toronto | 2021-2023**

- ◆ **Project Implementation & Oversight:** Successfully led the implementation of large-scale projects, ensuring alignment with strategic objectives, cost-effectiveness, and measurable outcomes. Delivered improved operational workflows and streamlined processes through effective planning, execution, and monitoring.

- ◆ **Education & Training Optimization:** Directed the design and delivery of educational training programs for cross-functional teams, empowering staff to adopt new workflows and systems effectively. Ensured alignment with project goals and enhanced team capacity to deliver results.
- ◆ **Process Optimization Through Technology:** Drove operational efficiency and cost savings by introducing technology-driven solutions to optimize workflows, reduce turnaround times, and improve service delivery in resource-limited settings.
- ◆ **Strategic Roadmap Development:** Developed and executed project roadmaps to ensure alignment with organizational goals. Oversaw key upgrades and system enhancements to ensure continuous improvement and relevance in fast-changing environments.
- ◆ **Monitoring and Evaluation Frameworks:** Designed monitoring and evaluation systems to track project progress, measure outputs, and assess success against anticipated results. Ensured adherence to donor requirements and leveraged data insights for decision-making.
- ◆ **Stakeholder & Donor Engagement:** Acted as the primary point of contact for donors and stakeholders, ensuring clear communication, alignment on project priorities, and the timely submission of comprehensive reports to meet funding requirements.
- ◆ **Cross-functional Team Leadership:** Managed and coordinated diverse, cross-functional teams to achieve project objectives. Fostered collaboration among team members, vendors, and stakeholders to ensure the successful delivery of outcomes.
- ◆ **Operational Efficiency Improvements:** Streamlined operational support processes to improve service delivery and quality assurance. Enhanced communication protocols with stakeholders and vendors to support effective project implementation.
- ◆ **Service Desk Development:** Established and managed service desks for projects, including recruitment, training, and resource allocation. Focused on ensuring efficient service delivery and alignment with project requirements.
- ◆ **Change Management & Testing:** Led change management initiatives and supervised testing phases (functional, regression, and user acceptance testing) to ensure the smooth transition and adoption of new processes and systems.
- ◆ **Risk Mitigation & Crisis Management:** Proactively identified risks and implemented mitigation strategies, managing crises effectively to ensure project continuity and success.

#### **Continuous Improvement Specialist/Project Manager, PMO, Dynacare, Toronto | 2019-2020**

- ◆ **Lean Six Sigma Initiatives:** Led Six Sigma (DMAIC) process improvements, eliminating inefficiencies and optimizing workflows to achieve continuous operational improvements.
- ◆ **Lean Management Tools Implementation:** Introduced Kanban boards and workflow automation, enhancing productivity and resolving operational challenges effectively.
- ◆ **Workflow Optimization:** Designed and optimized workflows using Visio and IBM BlueWorks, aligning processes with strategic efficiency goals and improving cross-departmental collaboration.
- ◆ **Process Integration & Execution:** Managed process improvement initiatives and digital solution integration, leading gap analyses, requirements gathering, and end-to-end project execution to drive sustainable improvements.
- ◆ **Testing & Go-live Management:** Oversaw testing, change management, and Go-live processes to ensure smooth transitions, high user adoption, and measurable operational gains.
- ◆ **Automation Identification:** Identified automation opportunities, optimizing operations and boosting productivity by eliminating manual processes.

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#### **EMR Consultant, Sherbourne Health, Toronto | 2018-2019**

- ◆ **Data Analysis & Reporting:** Supported clinical and operational teams with data analysis and reporting for quality improvement initiatives.
- ◆ **Accuro System Administration:** Managed the Accuro system, providing support to clinicians, nurses, and third-party systems.
- ◆ **Training & Documentation:** Delivered classroom training, prepared training materials, and provided comprehensive documentation to ensure effective system use.
- ◆ **Incident Management & Integrations:** Triaged and resolved production incidents and managed integrations with third-party systems (OLIS, Dynacare, Life Labs).

**Project Manager (Healthcare, Patient Safety & Risk Management Consultant), Sidra Medical Research Center, Doha, Qatar | 2012-2018**

- ◆ Lean Six Sigma Implementation: Led Lean Six Sigma programs to improve clinical processes and enhance care quality using DMAIC methodology.
  - ◆ Dashboard Development: Designed and implemented Tableau dashboards to provide real-time insights, supporting clinical decision-making across inpatient and outpatient units.
  - ◆ System Integration Management: Collected and implemented system integration requirements, improving data consistency across platforms like Datix, CRM, and Cerner.
  - ◆ Project Life Cycle Management: Managed medium to large-scale projects such as Datix, CRM, and Cerner, ensuring successful project delivery through lifecycle management and process optimization.
  - ◆ Testing & Go-live Support: Oversaw testing, Go-live preparations, and change management, ensuring smooth system transitions and operational stability.
  - ◆ Training & Continuous Improvement: Developed training materials and coached clinical teams on performance management, indicator selection, and data analysis, fostering continuous clinical improvement.
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**Quality Manager, Bikhazi Medical Group (BMG), Beirut, Lebanon | 2009-2012**

- ◆ Quality Management System (QMS) Design: Developed and implemented a QMS to standardize processes, ensure compliance, and improve patient care and operational efficiency.
  - ◆ Accreditation & Compliance: Achieved Joint Commission International (JCI) accreditation, enhancing clinical safety and quality through the implementation of patient safety goals and compliance benchmarks.
  - ◆ Dashboards & Data-Driven Decisions: Developed dashboards to monitor key quality metrics, improving transparency and enabling data-driven decisions across clinical and administrative operations.
  - ◆ Audits & CAPA: Conducted quality audits and root cause analysis to address non-conformances, driving corrective and preventive actions to enhance hospital risk management practices.
  - ◆ Policy & SOP Revisions: Revised hospital policies and SOPs to meet accreditation standards, improving quality, reducing risks, and supporting operational efficiency.
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**Clinical Laboratory Technologist, Bikhazi Medical Group (BMG), Beirut, Lebanon | 2007-2011**

- ◆ Diagnostic Testing: Performed diagnostic tests in various disciplines, ensuring accuracy and adherence to safety and quality standards.
- ◆ Collaboration with Medical Teams: Worked closely with medical teams to provide accurate, timely results to support clinical decision-making and optimize patient care.