

Patricia Georges Sebaaly

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OBJECTIVE:

Motivated and versatile professional seeking a challenging position in a dynamic organization that offers a professional environment, opportunities for growth, and the ability to leverage my education and experience to deliver results aligned with the organization's values and goals.

PROFESSIONAL EXPERIENCE:

Technica International, Bikfaya

Senior Strategy & Quality Specialist (*July 2024 – Present*)

- Support strategy formulation and adaptation alongside the Strategy Manager and executive leadership.
- Develop and maintain the Strategy Map, defining objectives and initiatives per department.
- Lead implementation of the Entrepreneurial Operating System (EOS) framework at the leadership level.
- Organize and lead weekly leadership meetings to drive alignment and strategic progress.
- Drive organizational and human capital alignment, linking employee goals and development to the strategy.
- Manage and monitor strategic initiatives and oversee execution of actions from strategy reviews.
- Lead the KPI project, defining metrics, tracking performance, and driving continuous improvement.
- Align the Business Plan with strategy and participate in business plan reviews with General Manager.
- Analyze KPI reports and recommend corrective actions.
- Log and analyze customer satisfaction questionnaires, save records in customer folders, and share results with all concerned.
- Contact customers (randomly and on key installations) during or after installation to check on team safety behavior.
- Prepare and distribute customer satisfaction trend analysis reports at defined intervals.
- Plan external audits, collect and analyze performance data, and prepare trend analysis reports and dashboards at set frequencies.

Senior Quality Specialist (*January 2022 – June 2024*)

- Develop and deliver Business Management System (BMS) trainings, including case studies and knowledge sharing.
- Edit and disseminate Business Management Policy and Process Map, aligning processes to strategy in coordination with heads of departments.
- Monitor implementation of BMS alignment action plans based on LEAN and ISO standards, driving corrective actions to close gaps.

- Manage corrective actions and maintain related software for action tracking.
- Collect and analyze performance data, creating trend analysis reports and dashboards.
- Manage documented information and filing systems; coordinate with Digital team to ensure software compatibility with BMS.
- Log and analyze customer satisfaction data and conduct customer safety behavior follow-ups.
- Plan and coordinate internal and external audits and prepare audit performance reports.

Executive Assistant (June 2019 – Jan 2022)

- Coordinate schedules, meetings, and logistics for the General Manager; attend meetings, take minutes, and follow up on action points.
- Prepare documentation for trainings, seminars, and presentations.
- Maintain filing systems and handle special projects and travel arrangements.
- Assist Strategy Manager by delivering strategy training to new employees, preparing data and reports, and supporting strategy project execution and launches.

Quality and Safety Assistant (May 2016 – June 2019)

- Update procedures to comply with ISO standards.
- Develop and implement internal audit plans; prepare audit files and follow up on findings.
- Assist quality manager in setting strategic and vital process measures.
- Support Spare Parts and Customer Service departments during employee leaves.

Sales Representative, Dagher Library, Bikfaya (June 2015 – May 2016)

- Assist customers and support sales operations.

Education:

2017-2020	<i>Bachelor Degree in Business Management</i> AUL University Kaslik
2014 – 2015	<i>Lebanese Baccalaureate – Economics and Social Studies</i> Lycée officiel de Bikfaya Bikfaya

TRAININGS & CERTIFICATES

- Business Writing
- Time Management
- Internal Quality Audit
- ISO 9001:2015 Standards

Skills:

- **Languages:** Fluent in English, French, and Arabic
- **Technical:** Microsoft Office Suite, Qpulse, Power BI, SharePoint.
- **Soft Skills:** Time management, organization, leadership, communication, teamwork, people management.