

## **Ahmad Jichi**

Director of Product Development

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### **Professional Summary**

Results-driven Director of Product Development with extensive global experience in delivering strategic initiatives that enhance operational efficiency, drive revenue growth, and expand market presence. Proven expertise in building high-performing teams, developing innovative healthcare solutions, and leading cross-functional efforts to achieve measurable success. Adept at optimizing processes and ensuring regulatory compliance in fast-paced environments.

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### **Areas of Expertise**

- Strategic Planning & Execution
  - Product Strategy & Lifecycle Management
  - Cross-Functional Team Leadership
  - Agile Transformation & Process Optimization
  - Revenue Growth & Market Expansion
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### **Professional Experience**

#### **Director of Product Development**

##### **MedGEO, USA (Sept 2023 – Present)**

- Built a high-performing software engineering team from scratch, achieving a 2x increase in productivity and reducing costs by 50%.
- Led the development of an in-house integration engine, eliminating reliance on third-party solutions and cutting associated costs by 100%.
- Drove strategic sales efforts, resulting in a 3x increase in sales within the last year.
- Introduced Agile methodologies, improving development efficiency by 25%.
- Established strategic partnerships with healthcare providers, boosting market penetration by 30%.
- Ensured compliance with HIPAA and SOC2 regulations for all products.

#### **Senior Product Manager**

##### **Cardinal Health, Beirut (Nov 2021 – Sept 2023)**

- Directed a cross-functional international team to deliver software integrations generating \$50M in expected revenue.
- Designed comprehensive product roadmaps to enhance SaaS offerings and expand market reach.
- Spearheaded the creation of a Data Capture and Interoperability product strategy, increasing the scope of product offerings.
- Optimized team performance and defect resolution through targeted process improvements.

## **Technical Operations Manager EMEA**

**Cardinal Health, Beirut** (Jun 2017 – Nov 2021)

- Streamlined operational workflows across EMEA regions, enhancing efficiency in managing enterprise accounts.
- Successfully deployed SDLC IDN systems in collaboration with SAP, Phillips, Oracle, and internal teams.
- Installed company solutions in three major European hospitals within a year, leveraging lean principles.
- Conducted training programs to improve team productivity and performance.

## **Account Manager**

**Cardinal Health, Beirut** (Jan 2016 – May 2017)

- Secured 100% contract renewals and expanded company footprint by 50%.
- Coordinated product development projects, ensuring client satisfaction and market growth.
- Delivered in-depth data analyses to optimize medical product usage and inventory levels.

## **Principal Software Quality Assurance Engineer**

**Cardinal Health, Beirut** (Nov 2010 – Jan 2016)

- Established a mobility quality assurance team, ensuring compliance with company standards.
- Trained and mentored new QA engineers, creating standardized operating procedures.
- Collaborated in agile application development to enhance operational processes.

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## **Education**

### **Bachelor's Degree in Management Information Systems**

Lebanese American University, Beirut, Lebanon

### **Lebanese Baccalaureate in Sociology and Economics**

Omar Bin El Khattab School, Beirut, Lebanon

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## **Technical Proficiencies**

Jira | Confluence | BDD | Salesforce | SOAPUI | SVN | Visio | Microsoft Office Suite

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## **Languages**

- English: Fluent
- Arabic: Fluent