

MICHEL LATTOUF

Senior Management Professional | Director of Operations | Senior Project Manager | PMP Certified

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PROFESSIONAL SUMMARY

Strategic Operations and Project Management Executive with over 18 years of progressive leadership experience in banking, IT, and operational environments. Proven expertise in driving organizational transformation, ensuring regulatory compliance, and delivering complex projects on time and within budget. Track record of achieving 40% revenue growth, transitioning 20+ organizations to cloud infrastructure, and improving operational efficiency by 15%. PMP certified with comprehensive skills in agile methodologies, risk management, and cross-functional team leadership. Fluent in Arabic, English, and French with demonstrated ability to build stakeholder trust and drive mission-critical initiatives.

CORE COMPETENCIES

- Operations Management & Organizational Leadership
- Strategic Planning & Execution
- Compliance, Risk Management & Internal Controls
- Process Improvement & Operational Efficiency
- Financial Oversight & Budget Coordination
- Project Management (PMP Certified)
- Agile Methodologies & Design Thinking
- IT Operations & Digital Transformation
- Stakeholder Engagement & Executive Support
- Team Leadership, Coaching & Performance Management

PROFESSIONAL EXPERIENCE

Project Manager / Regional Account Manager

Capital Outsourcing | August 2024 – Present

- Lead end-to-end delivery of IT and digital transformation projects across cloud services, cybersecurity, and infrastructure for global clients
- Spearheaded transition of 20+ organizations to secure cloud-based solutions (Microsoft Azure, Microsoft 365), improving operational efficiency
- Design and implement scalable IT infrastructure solutions for healthcare, manufacturing, and financial services sectors
- Achieved 15% year-over-year increase in client retention rates through customized strategies and exceptional service delivery
- Collaborate with cross-functional teams to implement infrastructure upgrades, achieving 15% reduction in IT downtime
- Expand international client portfolio by 10%, generating significant additional revenue streams
- Increase customer satisfaction scores by 25% based on post-project feedback surveys

Branch Manager

Mikesport, Lebanon | March 2023 – July 2024

- Led comprehensive branch renovation and sales enhancement project, delivering on time and within budget
- Managed complete operational restructuring including store layout redesign, team recruitment, and customer flow optimization
- Implemented innovative sales strategies and customer-centric service standards, increasing revenue by 40% within six months
- Established monitoring framework to assess sales performance and customer satisfaction, driving continuous improvements
- Recruited, trained, and developed high-performing team aligned with organizational goals

Authorizer / Assistant Branch Manager & AML Compliance Officer

Byblos Bank, Lebanon | April 2006 – December 2022

- Oversaw daily branch operations ensuring compliance with internal policies, regulatory requirements, and governance standards
- Served as AML Compliance Officer, managing risk assessment, transaction monitoring, and regulatory reporting
- Led Housing Loan Campaign project, designing marketing strategy that increased loan applications by 15%
- Directed Fresh Accounts Initiative during Lebanon's banking crisis, achieving highest account-opening rate across the bank
- Supervised operational workflows, financial transactions, and administrative processes for optimal efficiency
- Supported internal and external audit processes, ensuring full compliance with regulatory standards
- Coached and developed staff, improving operational performance and service delivery metrics
- Secured top-performing branch status through exceptional leadership during critical organizational periods

EDUCATION

Bachelor's Degree in Banking & Finance | AUST, Beirut | 2001 – 2006

Diploma in Commercial Sciences and Bookkeeping | CIT, Beirut | 1999 – 2001

CERTIFICATIONS

Project Management Professional (PMP) | Agile Metrics for Success | Value Stream Management | Generative AI for Project Managers | Prompt Engineering for Project Managers | Practical Application of Generative AI | Data Landscape of GenAI

TECHNICAL PROFICIENCIES

Microsoft Office Suite | Microsoft Azure | Microsoft 365 | Project Management Tools | Digital Transformation | Monitoring & Evaluation Frameworks | Budgeting & Cost Optimization

LANGUAGES

Arabic – Fluent | English – Fluent | French – Intermediate