

Jihad Hashem

Operations Management | Project Management |
Business Development

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📍 Doha, Qatar

SUMMARY

Results-driven Project Manager experienced in managing complex facilities and infrastructure projects, with expertise in planning, execution, budget control, stakeholder management, and HSE compliance. Proven ability to ensure professional and effective operations management, high availability, and continuous operations

EXPERIENCE

Project Manager - Qatar

12/2024 - Present

Elegancia FM - Estithmar Holding

- Manage end-to-end facility operations across major developments, including Al Maha Island, QatarEnergy HQ, and Seef Lusail, collaborating with governmental entities to optimize performance, compliance, and service delivery
- Manage project planning, execution and performance monitoring aligned with client KPIs and SLAs
- Coordinate with multiple stakeholders including clients, contractors, and authorities to ensure timely project delivery and compliance
- Oversee hard services, soft services, security, and specialized systems within a structured operational framework
- Implement preventive and corrective maintenance strategies to optimize asset lifecycle and reduce downtime
- Monitor budgeting, cost control, and resource allocation to ensure efficient project delivery
- Lead risk management and incident response, including coordination with emergency services and regulatory bodies
- Ensure full compliance with HSE standards, local regulations and company policies
- Support and manage events and operational readiness projects, ensuring smooth execution under tight deadlines
- Prepare and present reports, KPIs, and performance dashboards to senior management and client representatives

Project Manager

01/2024 - 09/2024

Asasate Development | Asasate Development is a construction company specializes in building luxury compounds

- Directed full facility management operations for two luxury residential compounds and one business district, ensuring premium service delivery and high tenant satisfaction
- Managed hard and soft services, security, and maintenance activities in line with local regulations and HSE standards
- Developed and implemented operational strategies, policies, and KPIs to optimize performance, efficiency, and cost control
- Oversaw budgeting, procurement, and contractor management, ensuring effective resource utilization and service quality
- Played a key role in the company's structuring and start-up phase, establishing processes, procedures, and reporting systems
- Built and maintained strong relationships with clients, tenants, and stakeholders, ensuring smooth communication and issue resolution
- Led and developed multidisciplinary teams, promoting a culture of accountability, safety, and continuous improvement

Senior Business Developer

03/2019 - 01/2024

Mentis SARL | Mentis is a subsidiary of Al Bab group, specialized in business development, consultancy and creating business solutions.

- Led business development activities at Mentis, providing strategic and operational advisory services to external corporate clients
- Identified business opportunities and developed tailored consulting solutions across multiple industries
- Engaged with client organizations to assess needs and design strategic, operational, and organizational improvement frameworks
- Developed and presented proposals, business cases, and solution models aligned with client objectives and expectations
- Contributed to business modeling, financial planning, and startup structuring, supporting clients in building scalable and

sustainable business ventures

- Developed and facilitated joint ventures and strategic partnerships between clients to enable market expansion and growth opportunities
- Supported clients in improving operational efficiency, cost optimization, and overall business performance
- Conducted market research and competitive analysis to identify opportunities and support decision-making
- Collaborated with internal teams to design, structure, and deliver consulting projects from concept to execution
- Contributed to the expansion of Mentis' service offerings and overall commercial strategy

Senior Sales Executive

07/2016 - 02/2019

Ascot Real Estate

- Managed sales and leasing activities for two high-end developments: **SAMA Beirut (residential & offices)** and **Point A (office spaces)**
- Handled end-to-end sales cycle including client acquisition, property presentations, negotiations, and contract closure
- Developed strong relationships with high-net-worth individuals, corporate clients, and investors
- Achieved occupancy and sales targets through proactive market outreach and client relationship management
- Coordinated with property management and marketing teams to ensure effective positioning and promotion of both projects
- Conducted market analysis to support pricing strategies and maximize asset performance
- Provided regular sales performance reports and forecasts to senior management
- Ensured a premium client experience aligned with the high-end positioning of both developments

Sales Supervisor

03/2013 - 06/2016

Ascot Real Estate

- Supervised sales operations for residential buildings, commercial shops, and office spaces
- Participated in negotiations and deal closures
- Contributed in developing sales strategies to improve occupancy and revenue across all property types
- Coordinated with marketing teams to promote listings and generate leads
- Prepared sales reports for management decision-making
- Ensured smooth execution of leasing and sales processes in line with company policies

Supply Planning Officer

08/2010 - 02/2013

Hashem Trading and Marketing

- Led procurement and inventory
- Led daily banking operations
- Developed client relations
- Coordinated shipment clearances
- Led the warehouse replenishment
- Received and organized customer orders

EDUCATION

Business Administration

02/2023 - Present

Antonine University - Master's Degree

Business Administration

09/2009 - 05/2013

Université La Sagesse - Bachelor's Degree

CERTIFICATES

Project Management Professional - PMP

07/2026 - Present

PMI

Facility Management : Predictive Maintenance and AI integration
Udemy

06/2026 - 06/2026

Facility Management Training Program
University of Balamand

03/2025 - 04/2025

SKILLS

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|---|--------------------|
| Team Building and Management | Strategic Thinking |
| Building and Maintaining Business Relationships | Problem-solving |
| Planning | Communication |
| Negotiation | Market Analysis |

LANGUAGES

English	Fluent	Arabic	Native
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