

SUMMARY

Results-oriented professional with proven experience in quality assurance, business development, and vendor management. Proven ability to deliver high-quality medical affairs consultancy services while fostering strategic partnerships and driving sales growth across Middle East & European markets in life science industry. (*Clinical Trials, Medical writing, Data Management & Biostatistics, Pharmacovigilance, Patient Support Programs, Regulatory Affairs, Home Nursing, Trainings, Audits, Market Access & HEOR Consulting, Digital Solutions*). Skilled at identifying customer needs, building relationships, and ensuring successful vendor performance. Mastering strategic networking, stakeholder engagement, intercultural communication and hold strong negotiation & persuasion.

EXPERIENCE

Partnerships & QA Director | Poseidon CRO, Europe April 2025 – Present

- Appointed on a fixed-term contract (4 months) to oversee the Quality Assurance and Partnerships division. Directed a comprehensive audit of existing SOPs, leading to a successful regulatory inspection. Initiated and finalized two new strategic alliance contracts, strengthening external relationships and internal quality standards.

Business Development Director & HEOR specialist | ClinGroup Holding, Lebanon 2021 – April 2025

Responsible for the management of the Business Development and Vendor management departments:

- Manage business growth by identifying strategic partnerships with major partners including but not limited to: ministries of health, multinational pharmaceutical companies, international CROs, US home nursing companies and biotechs, regional universities.
- Manage the business development cycle: from client approach, vendor identification and qualification, proposal preparation, budgeting and deal closure
- Manage a global network of providers and subcontractors, ensuring global service reach and execution
- Assess market trends and recommend new company offerings to satisfy customers' needs: contributed in building 3 services at the company: Clinical Audits, Training and home nursing for decentralized clinical trials
- Act as HEOR specialist and provide technical and operational support alongside experts conducting comprehensive Health Technology assessment (HTA) including cost-effectiveness analysis, budget impact models, and cost-of-illness studies, to support evidence-based decision-making and optimize healthcare resource allocation (starting 2024).
- Manage the vendor qualification process by auditing vendors & securing favorable pricing, terms & conditions, and contracts; reduced vendor costs by 10% through negotiation

- Build strong relationships with key vendor contacts, expanded the coverage of vendors which lead to business growth

**Business Unit Manager & Proposals/ Contracts Manager - Medical Affairs) | ClinGroup Holding, Lebanon
2017 – 2021**

- Manage proposals preparation bidding and negotiation leading to deal closure focused on Audits & designing training programs to HCPs/
- Execute business development activities and strategic partnerships (MSA, JV, MOU) across Middle east & Europe – Medical affairs services.
- Accomplished 40% increase in revenue in the quality-auditing, consultancy & training services with high client satisfaction rate; oversee the team responsible for the operational execution of the auditing & training projects.
- Built a new service: Home nursing as part of DCT landing international US & European clients with long-term agreements.

Quality Assurance Manager | ClinGroup Holding, Lebanon 2016 – 2021

- Implemented and maintained the quality management system (QMS) according to ISO 9001:2015 and ICH-GCP guidelines
- Contributed to successful completion of major international client audits in Pharmacovigilance, Clinical operations and patient support programs.

Project/Operations Manager | ClinGroup Holding, Lebanon 2014 – 2016

- Manage the operations of consultancy and audits services within the GxP field in compliance with ICH GCP, GLP and cGMP for CROs, Hospitals, Laboratories, Warehouses and Pharmacies
- Manage the operations of accredited trainings & designed customized educational programs to healthcare professionals

Quality & Business process re-engineering Analyst | Saint George Hospital University Medical Center (Achrafieh), Lebanon 2012 – 2014

- Manage part of the implementation of the adopted national and international standards (Accreditation of Hospitals)
- Conduct internal/on spot audits for the assessment of compliance to adopted standards to hospital various departments

University Lecturer – Part Time | Saint Joseph University, Lebanon 2019 – Present

- Design and deliver a Quality Management course (ISO 9001-2015) to Master's degree students
- Mentor students in preparing and delivering final projects, ensuring they deepen their knowledge in quality, risk management, business process re-engineering, and auditing principles
- Improve student performance on quality management exams by 15% and actively support students' career.

EDUCATION

Masters Health Economics & Pharmacoeconomics | Barcelona School of Management, Spain
2023 - 2025

Masters in Quality Management in Healthcare & Food Safety | Université Saint Joseph, Lebanon
2008 – 2010

Bachelor degree in Biology – Biochemistry | Université Saint Joseph, Lebanon
2005 – 2008

CERTIFICATS AND TRAINING

Certified Professional Manager | Institute of Certified Professional Managers, USA **2015 – 2016**

Trainings & Continuous education:

- Project Management – PMP
- Business Development, Sale & Communication skills, Design Thinking & Emotional Intelligence
- ICH-GCP, Good Storage and Distribution practices, Lean Management and 6 sigma
- ERP/Automation, Public Speaking, Design Thinking, Marketing, Pharmacy Informatics, Basic & Advanced GCP
- Training, Speaker Development
- Supply Chain Management, Medical Writing GCP, Home nursing for DCT, Leadership, Sales, Communication Skills,
- Team Building, Strategic thinking.