

# XXXXXX X. XXXXXXXXXXXX

Develops and Executes Business Strategy Resulting in Enhanced Organizational & Staff Performance

LOCATION | EMAIL | PHONE | LINKEDIN URL

## Operations Strategy & Performance Management

Proven ability to work independently and alongside cross-functional teams to improve operating performance. *Strategic thought leader, enhancing and accelerating business and financial results.*

Ensures senior leadership's vision is translated into an organization-wide strategy with detailed business objectives and actionable business plans according to each department's specific strategic and operational plans. Proven ability to track clear metrics and develop data driven reports to assess needed areas of improvement across the organization and within individual business units. *A consummate leader with a keen business acumen who is an analytical thinker, collaborative, adaptable, a problem-solver and a concise communicator who is seeking position as part of a dynamic team and progressive organization.* **Holds a Bachelor of Business Administration (BBA) - American University in Dubai; IGCSE, Qatar Academy Doha.**

- ✓ **Trusted Business Partner: 7 years of strategic management at XXXX xxxxxxxx; promoted** while maintaining same responsibilities with increased involvement and ownership. Experienced and entrusted by Stakeholders, Senior Management, Management Team and External Partners/Advisors through direct reporting.
- ✓ **Strategic Planning:** Developing and overseeing strategic plans that improves business objectives and protects client and company assets.
- ✓ **Integrated Performance Management:** Increases efficiencies, overcomes challenges and aligns the strategy performance management across teams, departments and business units.
- ✓ **Communication Strategy:** Improved communication in support of all business units in the organization to ensure that the strategy was effectively communicated clearly to the employees.

"XXXXXXX was my colleague for a few years, she has consistently shown a level on professionalism in her work and maintains high standards in achieving results for her respective department. She is also an easy person to work with and co-operative when it comes to supporting the business. It was my pleasure working with XXXXXX and I recommend her for any business strategy or related leadership position."

– Director, Project Management and Service/Information Technology

### — CRITICAL SKILLSET —

In-Depth Strategy Planning, Analysis, Alignment & Management • Strategy Implementation & Review  
• SWOT Analysis, Continuous Improvement • Operating Business Models • Department Budgets  
Business Resiliency & Continuity • Change Management • Telecommunications • Performance Measuring Tools  
Customer Experience (CX) • Data Analysis & Reporting

## STRATEGY DEVELOPMENT & EXECUTION - Assistant Manager

XXXX xxxxxxxx - Doha, West Bay | 2007 – 2014

**Leading communications company, delivering mobile, fixed, broadband internet and corporate managed services.**

Stepped in to assist with the strategic vision and direction, collaborating closely with senior leaders including the CEO. Provided research including data and analytics reporting, meeting management, and the coordination and development of content that reflected and communicated the company's strategy. *Directly supported process optimization, financial goals and the overall customer experience.*

### KEY CONTRIBUTIONS:

- **Managed Full-Cycle Customer Experience Dashboard on a Monthly Basis** including data gathering, analyzing and reporting across all Business Units (BUs). Delivered consolidated results to upper management for review and informed decision making.
- **Utilized Performance Measurement Tools (Balanced Scorecards - BSC)** to align daily workflow, efficiency and effectiveness with company goals and objectives. *Reported end scores to CEO.*
  - ✓ Led the formulation of Balanced Scorecards.
  - ✓ Assessed and tracked according to employee performance of all BUs.