

MAHMOUD AL-MAKHZOME

Strategy, Institutional Excellence, And PMO Consultant
PMP, GRCP, C-BSC, EFQM, CIM, C-SDGM, CITP, OKR, C-SPE

Email: m.almakhzome@yahoo.com

Mobile : +97433368233

Doha, Qatar

PROFILE

Expert in strategy, institutional excellence, and project management with over 10 years of consulting experience. With Extensive track record of leading transformative programs with Jordanian and Qatari government and semi government entities, leading in Strategic Planning, Balanced Scorecards, Excellence Models, and Performance Management. In Jordan, I am a certified assessor for the King Abdullah II Awards for Excellence as well as EFQM.

A results-oriented strategist skilled in optimizing performance and achieving long-term growth through customized solutions. Recognized for expertly services best practices to improve organizational performance and achieve strategic goals.

EDUCATION

University of Jordan – Bachelor’s Degree in Public Administration 2014

Palladium - Strategy Diploma 2020

University of Essex – Master of Business Management Candidate

EXPERIENCES

GENERAL AUTHORITY FOR MINORS AFFAIRS
Planning and Quality Advisor

MAR 2023 – Present
Doha, Qatar

- Developing and implementing departments’ goals to align with organizational goals.
- Conducting SWOT analysis and PESTEL to inform strategic decisions.
- Collaborating with leadership to define long-term key performance indicators (KPIs).
- Implementing quality assurance approaches and control processes to ensure product/service excellence.
- Designing and monitoring quality metrics to identify areas for improvement.
- Leading quality audits and facilitating corrective action plans.
- Implement the requirements for Qatar excellence award for government and applying the pre-assessment and training needed.
- Identifying operational inefficiencies and developing improvement strategies.
- Tracking and analyzing key performance metrics to drive continuous improvement.

- *Providing training and coaching to staff members on planning, quality and excellence principles and methodologies.*
- *Developing training materials and facilitating workshops on best practices.*
- *Collaborating effectively with cross-functional teams to implement improvement initiatives.*
- *Serving as a subject matter expert and providing guidance to colleagues.*
- *Fostering a culture of continuous improvement within the organization.*

MAZARS – CONSULTING
Manager- Institutional Performance and PMO Practice Lead

DEC 2020 – MAR 2023
Doha, Qatar

- *Direct planning and quality consultant in a government organization.*
- *Developed loyal and highly satisfied customer base through proactive management of consultant's strategies.*
- *Lead Strategic Planning consultation projects.*
- *Develop the business development plan and search for new opportunities and projects.*
- *Assist the organization to comply with the ADLSA requirement – Develop the organizational performance quality.*
- *Assist the organization in achieving the objectives by cascading the strategy and setting SMART Key performance indicators that align with operational plans and goals.*
- *lead the consultant's team and provide them with the necessary training and knowledge.*
- *Lead the performance management advisory projects.*
- *Develop the analysis process in organizations and determine their strengths, weaknesses, operational effectiveness, and opportunities.*
- *Develop and follow up on the KPI's results and reports.*
- *Aligning departmental goals, processes, and resource allocation with the organizational strategy.*
- *Checking the strategic and operational plans for our processes and projects to create and manage the corrective actions and areas for improvement.*
- *Providing clients with the required knowledge, experience, and best practices.*
- *Develop the Organizational KPIs and empower the team to achieve our strategy.*
- *Ensuring that the services provided to clients are conforming to the best practices.*
- *Preparation of business processes, procedures, and approaches in addition to improved monitoring and controlling in the performance management Projects.*
- *Preparation of risk management plan and approach and follow-up to update all risks, impacts, and response plans.*
- *Assisted in organizing and overseeing assignments, planning and coordinating in-house and outsourced resources.*
- *Planned team-building exercises to increase employee performance and job satisfaction.*
- *Lead the training and workshops to the clients in strategic planning and organizational performance management.*

Ecadema
Approved Strategy and Performance Management Trainer

NOV 2021 – PRESENT
Doha, Qatar

- *Approved Trainer in Strategy, Performance Management, Quality Management, and Excellence.*

AREEJ AL-JAZEERA TECHNOLOGY AND CONSULTING
Senior Quality and Excellence consultant

MAR 2018 – DEC 2020
Doha, Qatar

- *Preparation for external audits for ISO and EFQM standards.*
- *Implementation of all requirements based on ISO and EFQM from scratch.*
- *Manage the strategic planning process.*
- *Provide consultancy services to our clients with high value of reports.*
- *Improve the company's business development to bring new valuable projects.*
- *Checking the internal audit in our projects, creating and managing corrective action.*
- *Developing and executing the strategy and cascading it at the operational level.*
- *Monitoring and controlling Projects milestones and deliverables.*
- *Provide clients with the required knowledge, experience, and best practices.*
- *Developing the operational and strategic KPIs to achieve the organization's objectives.*
- *Ensuring that the service provided to the clients through our projects are conforming to international standards.*
- *Preparation of business policies, procedures, and processes in addition to improvement, monitoring, and controlling.*
- *Preparation of risk management plan and register aligned with approach and reporting.*

METANOIA TRAINING AND CONSULTING
Strategy and Project Management Consultant

SEP 2015 – MAR 2018
Amman, Jordan

- *Established timeframe and managed schedule throughout projects.*
- *Review and recommend improvements to existing business strategies.*
- *Conducting research and analyses of operational effectiveness, processes, stakeholders, etc.*
- *Tracked project progress and updates and monitored deliverables, milestones, and issues for accurate Timeframe reporting.*
- *Researched, analyzed, and solved marketing and strategy concerns through a personalized approach.*
- *Assessed performance reports to determine, investigate and resolve multifaceted business needs.*
- *Developing and executing company strategy and KPIs.*
- *Participating in the development of the project management framework and building governance framework.*
- *Performing audit, training, and stakeholder management as part of IFGICT projects.*
- *Monitoring and controlling the team's communications with clients and training them on the needed trends.*
- *Supporting the development of long-term organizational strategy.*
- *Collaborate with various departments to collect business data to complete timely analysis.*

UMNIAH TELECOM – BATELCO GROUP
CC On-floor support/ Acting Team leader

MAY 2012 – SEP 2015
Amman, Jordan

- *Make sure that the CC representative is committed to organization rules & procedures.*
- *Ensuring that the team adheres to achieving the KPIs which align with organizational objectives.*
- *Resolve agent and customer issues to achieve the department KPIs.*
- *Lead the Team in interpersonal, leadership, and communication skills in a professional way.*
- *Develop the department KPIs and individual KPIs.*
- *Improve phone-based service delivery according to company policies & guidelines.*
- *Managing internal and external customers' complaints and handling them with professional methods and high quality.*
- *Managing the team and analyzing performance and productivity during the shifts for improvements.*
- *Coach the team on their KPIs and how they will achieve it.*
- *Reporting the work performed monthly and weekly to the top management.*

PROFESSIONAL CERTIFICATES

- **Project Management Professional, PMI-PMP** - Project Management Institute
 - Credential no. 3197116
- **Certified Kaplan-Norton balanced scorecards, C-BSC** – Palladium
 - Credential no. 202086
- **Certified Strategic planning expert** – International Management Advance College
 - Credential no. 8181277
- **Certified governance, Risk, and compliance professional** - OCEG
 - Credential no. 51715970
- **Certified innovation management** – Global Innovation Management Institute
 - Credential no. 35275
- **Green IT Professional** – International Federation Green ICT
 - Credential no. 30102Z17
- **Certified EFQM assessor “Excellence module assessor and implementer”** – Europe foundation Quality Management
 - Credential no. 1907004257
- **Certified Sustainable development goals manager “SDGM”** - International Federation Green ICT
 - Credential no. 11278Z84
- **Certified KPI Professional “CKPIP”** – KPI Mega Library
 - Credential no. TLKLTCHKGL
- **Certified Strategy Professional “CSP”** – KPI Mega Library
 - Credential no. CLQRFBQPPF

TRAINING COURSES

- *Agile fundamentals*
- *Quality management system ISO 9001:2015*
- *Certified business analyst foundation level*
- *Excellence Management*
- *Risk Management in Projects*
- *Lean Six Sigma Foundation*
- *Managing a Customer Service Team*

AREAS OF EXPERTISE

- | | |
|-------------------------------------|---------------------------------|
| • <i>Strategy</i> | • <i>KPI's</i> |
| • <i>Organizational Performance</i> | • <i>Human Resources</i> |
| • <i>Quality Management</i> | • <i>Public Sector</i> |
| • <i>Business Excellence</i> | • <i>Continuous Improvement</i> |
| • <i>Business Model</i> | • <i>Internal audit</i> |
| • <i>Project Management</i> | • <i>Market entry strategy</i> |
| • <i>Risk Management</i> | • <i>Analysis</i> |
| • <i>Planning</i> | • <i>Governance</i> |
| • <i>Customer Happiness</i> | • <i>Innovation</i> |
| • <i>Market Analysis</i> | • <i>Balance Scorecard</i> |

Accomplishments

- *Full Implementation EFQM- Excellence module with government Organization - Qatar*
- *Develop strategy projects with several organizations in Qatar and Jordan.*
- *Full implementation ISO 9001:2015. Government organization - Qatar*
- *Build and develop KPI's projects with several organizations.*
- *Develop remuneration policy and incentive scheme – Listed Company - Qatar*
- *Develop policy and procedures.*
- *Complying with ADLSA requirements.*
- *Green IT audit project – Semi-government - Jordan*
- *Risk management complying with ISO 31000 – Government Organization – Qatar*
- *Assessor for several excellence awards – Jordan.*

MEMBERSHIPS

- *Qatar First Country Officer at the International Federation of Global and Green ICT (IFGICT).*
- *International Management Advance college.*
- *Project Management institute*

LANGUAGES

Arabic
English

PERSONAL INFORMATION

DOB : 05 MAY 1991
Marital Status : Married
Email : m.almakhzome@yahoo.com
Mobile# : +974 333 682 33