MAYSOON ELKHATIB

Program Manager
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Professional Summary

Experienced Program Manager with a strong background in business operations, compliance, and employee coordination. Proven track record leading cross-functional processes, managing vendor and government interactions, and supporting recruitment and onboarding efforts. Passionate about joining dynamic teams focused on project management, people operations, and employee relations-bringing a collaborative mindset and attention to detail to every challenge.

Professional Experience

T-Mobile, Bellevue, WA, USA

Program Manager - Business Licensing & Compliance

June 2021 - January 2025

* Led licensing and compliance operations while serving as T-Mobile's liaison with government jurisdictions.

* Spearheaded the team's transition to managing licensing processes previously handled by vendors.

* Owned and improved workflows across various areas including:
  - Alarm Management
  - Retail Permits & Inspections
  - Violation/Fine Resolution (Out-System Tickets)
  - Accounts Payable - Check Processing
  - Mail Escalations & Notary Services
  - Authorized Signatory Duties
  - Vendor management

* Oversaw recruitment, and conducted interviews.

* Onboarded new team members as part of team scaling.

* Mentored and supported professional development of junior colleagues.

Neal Analytics, WA, USA

Recruiting Specialist

February 2021 - May 2021

* Supported full-cycle recruitment, including resume screening and coordinating interviews.

* Managed onboarding and employee orientation, ensuring a smooth start for new hires.

* Handled benefit enrollment, IT equipment exchanges, and employee communications.

* Organized internal events and helped coordinate quarterly all-hands meetings.

The Goddard School, WA, USA

HR Specialist

April 2019 - February 2021

* Maintained quality assurance across classrooms and managed incident reporting.

* Handled high-volume communications, scheduled tours, and monitored classroom staffing ratios.

* Organized and maintained student records and processed data in FMS.

Education & Certifications

* Kickoff predictive badge - PMI (2025)

* Generative AI for project managers - PMI (2025)

* Lean Six Sigma Certificate - TechPMO, WA (2023)

* Excel Certificate - Bellevue College, WA (2016)

* Human Resources Diploma - Bellevue College, WA (2013)

* Bachelor's Degree in Sociology - Cairo University, Egypt (2010)

References

Available upon request.