

AHMED NASR

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PROFESSIONAL SUMMARY

Director-level process excellence and internal controls leader with 20+ years designing, standardizing, and governing enterprise-wide business processes across multinational organizations in GCC, Africa, and MENA. Lean Six Sigma certified; proven track record building governance frameworks, standardizing controls, and driving operational maturity from ground up across 8 countries and 300+ clients. Deep expertise in risk treatment, regulatory compliance, cross-functional program management, and cultural change management — with hands-on experience embedding controls frameworks into banking, FinTech, and healthcare environments. Consistently delivers measurable process improvement and operational maturity uplift in complex, multi-jurisdiction settings.

8 Countries Governed 300+ Client Organizations 20+ Years Process Excellence
\$50M Program Portfolio Six Sigma Certified

PROFESSIONAL EXPERIENCE

PMO & Regional Engagement Lead — Governance & Process Excellence

Jun 2024 – Present

Saudi German Health Group | Dubai, UAE

- Lead governance and internal controls design for \$50M digital transformation program across 15-hospital network in KSA, UAE, and Egypt — establishing standardized process documentation, control frameworks, and risk treatment protocols
- Define and monitor KPIs for process adherence, risk mitigation effectiveness, and operational maturity uplift; deliver regular executive reporting and dashboards to CRCO-level leadership
- Drive regulatory compliance with JCI, HIMSS, and MOH standards — implementing audit-ready control frameworks, process reviews, and remediation plans across all operating entities
- Coordinate cross-functional training programs and workshops to embed new process standards and controls across 30+ professionals in low-maturity operational environments
- Manage strategic alliances with technology partners and regulatory bodies; foster cultural change across multi-national teams to drive process standardization adoption

PMO Section Head — Process Governance & Internal Controls

Sep 2014 – Jun 2017

Network International | Egypt & 8 Countries

- Built enterprise governance and internal controls framework from ground up across 8 countries — standardizing process documentation, control design, and risk treatment protocols for 300+ banking and payments clients
- Developed scalable process frameworks and internal control standards adopted as global best practice across emerging markets financial services division (Egypt, UAE, Jordan, Kenya, Nigeria, Ghana, Mauritius, South Africa)
- Conducted regular process reviews and control audits; identified deficiencies and drove operational improvements — raising process maturity across diverse, low-maturity regional markets
- Implemented risk monitoring and fraud prevention controls for mobile wallet, cardless payment, and cross-border money transfer platforms serving Visa and Mastercard networks
- Led training and rollout programs for 16 Project Managers across multinational teams; developed tailored initiatives addressing specific gaps in low-maturity operating environments
- Provided daily process monitoring, MIS reporting, and executive-level dashboards on risk treatment implementation and control effectiveness to senior leadership

Country Manager — Process Standardization & Risk Controls Apr 2021 – Jan 2022

PaySky, Inc. | Egypt

- Designed and implemented internal control frameworks, fraud prevention protocols, and risk treatment plans for Egypt's first digital payments SuperApp — ensuring CBE regulatory compliance across all operational processes
- Established standardized process documentation and control design for payment processing, KYC, and anti-fraud operations in a high-risk, rapidly evolving regulatory environment
- Led cross-functional teams to implement process improvements; coordinated training programs to embed compliance controls across operations and product teams

Engagement Manager — Process Improvement & Controls Advisory Mar 2013 – Sep 2014

Revamp Consulting | USA, UAE, Egypt

- Led business process optimization and internal controls advisory for Mayo Clinic and AT&T — designed standardized process frameworks, conducted control reviews, and implemented risk mitigation recommendations
- Delivered cross-functional training programs and change management initiatives to drive process adoption; provided executive-level reporting on implementation progress and control effectiveness

Product Development Manager Jun 2017 – May 2018

Delivery Hero SE (Talabat) | GCC Markets

- Established process governance and operational controls framework supporting 233x platform growth — standardized delivery processes, risk monitoring, and quality controls across GCC and Egypt markets

CORE COMPETENCIES

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| - Business Process Standardization | - Internal Controls Framework Design | - Risk Treatment & Mitigation |
| - Fraud Prevention Protocols | - Operational Maturity Development | - Multi-Country Governance |
| - Regulatory Compliance (UAE/GCC) | - Process Reviews & Audits | - Cross-functional Program Management |
| - Training & Change Management | - MIS Reporting & Dashboards | - Lean Six Sigma & Continuous Improvement |

EDUCATION

MBA — Master in International Business Administration (In Progress) 2025 – 2027

Paris ESLSCA Business School | Global Management

PMP Training 2007 – 2008

Université française d'Egypte

CERTIFICATIONS

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| - Lean Six Sigma (SUNY, 2010) | - PMP — Project Management Professional (PMI, 2008) |
| - CBAP — Certified Business Analysis Professional (IIBA, 2014) | - CSM — Certified Scrum Master (Scrum Alliance, 2014) |
| - CSPO — Certified Scrum Product Owner (Scrum Alliance, 2014) | - ITIL Foundations (2016) |