

# Ahmed Nasr

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## PROFESSIONAL SUMMARY

Business Process Management and Internal Controls executive with 20+ years designing, standardizing, and continuously improving enterprise processes across multinational environments. Built and led PMO frameworks governing 300+ concurrent projects across 8 countries in regulated financial services — delivering process standardization, internal control frameworks, and risk mitigation protocols at scale. Led a \$50M digital transformation across a 15-hospital network under JCI, HIMSS, and MOH regulatory compliance requirements. Lean Six Sigma, PMP, and CBAP certified. Consistent track record driving operational maturity uplift in low-maturity markets, achieving cross-functional alignment, and embedding cultural change through structured training and governance programs.

## CORE COMPETENCIES

Business Process Standardization • Internal Controls Design & Implementation • Risk Treatment & Mitigation  
• Fraud Prevention Frameworks • Process Excellence & Continuous Improvement • Lean Six Sigma • Enterprise PMO Governance • Cross-Functional Program Management • Regulatory Compliance (JCI, HIMSS, MOH) • Multi-Country Operations (8 Countries) • Operational Maturity Uplift • Stakeholder Engagement & Change Management • Process Documentation & Control Frameworks • Training Design & Rollout Coordination • GRC Integration • Risk Monitoring & Reporting

## PROFESSIONAL EXPERIENCE

### PMO & Regional Engagement Lead

Jun 2024 – Present

*Saudi German Hospital Group / Dubai, UAE (KSA, UAE & Egypt Operations)*

- Lead process standardization and continuous improvement across a 15-hospital network, managing \$50M technology transformation program with JCI, HIMSS, and MOH regulatory compliance
- Designed and implemented enterprise PMO framework with embedded internal control checkpoints, overseeing cross-functional teams of 30+ professionals across multiple operating countries
- Established risk treatment and mitigation protocols for clinical and operational processes; monitor implementation effectiveness and provide regular updates to Group leadership
- Developed standardized process documentation and control frameworks aligned with international healthcare accreditation bodies, driving operational maturity uplift in low-maturity facilities
- Coordinated training programs and workshops to embed standardized processes and quality controls across hospital departments, addressing regional capability and compliance gaps
- Partnered with U.S. technology leaders (Health Catalyst, KLAS Research) to integrate process performance metrics into a centralized analytics and reporting platform

**PMO Section Head (Project Management Department Manager)**

Sep 2014 – Jun 2017

*Network International | Egypt (8-Country Regional Coverage: Egypt, UAE, Jordan, Kenya, Nigeria, Ghana, Mauritius, South Africa)*

- Built enterprise PMO from the ground up managing 300+ concurrent banking and payments projects across 8 countries in a regulated financial services environment
- Designed and implemented PMO governance model with standardized process documentation, internal control frameworks, and risk mitigation protocols across emerging-market payments operations
- Established financial crime risk controls and fraud prevention protocols embedded in mobile wallet, cardless transaction, and cross-border money transfer delivery pipelines serving Visa and Mastercard networks
- Implemented process performance monitoring and reporting cadences, providing senior leadership with regular updates on risk treatment status, control effectiveness, and mitigation plan progress
- Recruited, trained, and led a team of 16 Project Managers, building process standardization capabilities in low-maturity regional markets and driving governance culture adoption
- Managed delivery methodology adherence across 300+ banking clients, ensuring process compliance, control effectiveness, and continuous improvement across diverse market contexts

**Engagement Manager**

Mar 2013 – Sep 2014

*Revamp Consulting | USA, UAE & Egypt*

- Led business process optimization engagements for Mayo Clinic (healthcare) and AT&T (service operations), delivering standardized process frameworks and internal control improvements across complex enterprise environments
- Conducted process reviews to identify control deficiencies; developed remediation plans aligned with client risk management objectives and compliance requirements
- Designed cross-functional workshops and training programs to drive process adoption and change management across multi-stakeholder environments

**Country Manager**

Apr 2021 – Jan 2022

*PaySky, Inc. | Egypt*

- Led market entry and product architecture for Egypt's first comprehensive FinTech SuperApp, integrating payments, banking, and e-commerce with embedded fraud prevention and financial control frameworks
- Established strategic partnerships with financial institutions ensuring regulatory compliance and risk control alignment across the platform ecosystem
- Built operational framework for phased market launch incorporating financial crime risk controls, compliance monitoring, and process governance protocols

**Head of E-Commerce Product & IT Strategy**

Jan 2020 – Jan 2021

*Al Araby Group | Egypt*

- Led e-commerce digital transformation and IT strategy for one of Egypt's largest consumer electronics retailers, standardizing operational processes and implementing performance monitoring and internal control frameworks

## **Product Development Manager**

Jun 2017 – May 2018

*Delivery Hero SE (Talabat) | GCC Markets*

- Led Operations Excellence Committee coordinating process standardization initiatives between Berlin HQ and GCC/Egypt markets during hypergrowth phase (platform scaled 30,000 → 7 million daily orders; 233x growth)
- Implemented lean methodologies and process improvement frameworks, driving operational efficiency and quality control across multi-country operations

## **Senior Project Manager, PMO**

2012 – 2013

*BlueCloud | Egypt*

- Managed IT infrastructure projects for Microsoft Egypt, Vodafone Egypt, and Qatar Diar, delivering process-compliant project execution within enterprise governance and control frameworks

## **Project Manager**

2011 – 2012

*Intel Corporation | Egypt*

- Led LTE (4G) mobile technology deployment projects with rigorous process compliance, risk monitoring, and quality gate requirements

## **EDUCATION**

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### **MBA — Master in International Business Administration (MIBA)**

2025 – 2027 (Expected)

*Paris ESLSCA Business School | Global Management*

### **Project Management Professional (PMP) Training**

2007 – 2008

*Université française d'Egypte*

## **CERTIFICATIONS**

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**PMP** — Project Management Professional, Project Management Institute, 2008

**Lean Six Sigma** — SUNY, 2010 | **CBAP** — Certified Business Analysis Professional, IIBA, 2014

**CSM** — Certified Scrum Master, Scrum Alliance, 2014 | **CSPO** — Certified Scrum Product Owner, Scrum Alliance, 2014

**ITIL Foundations** — LinkedIn, 2016