

# 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

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<b>MBA — Master in International Business Administration (In Progress)</b>	2025 – 2027
Paris ESLSCA Business School   Global Management	
<b>PMP Training</b>	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)