

Ibrahim Saied El-Nagar

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Personal statement

Results-driven Project and Operations Manager with over a decade of experience in infrastructure and utilities management, specifically in the natural gas and water sectors. Demonstrated expertise in leading cross-functional teams, optimizing operations, and implementing cost-saving initiatives. Skilled in budget management (over \$150 million annually), risk assessment, and stakeholder communication, achieving up to 90% in customer satisfaction and substantial increases in operational efficiency.

Work Experience

1. District Operation Manager / National Gas Company – NATGAS (<http://www.natgas.com.eg/>) December 2020 – Present



Assigned for New challenge in a big and reputational company in Egypt. Another new responsibility for serving **160,000** customers in Kafr El-dawar city with all after sales services. Also marketing for gain more commercials customers to increase customer service income and gas consumed. Assuring making the best use of Company Resources

Responsibilities & Achievements:

- Led a cross-functional team of 5 engineers and 140 technicians, improving operational efficiency by 85%.
- Managed projects exceeding \$150 million, achieving a 20% budget saving and maintaining safety compliance with a 90% customer satisfaction rate.
- Increased commercial and residential conversions by 25%, driving revenue growth through targeted customer service plans and marketing strategies.
- Reduced procurement costs by 30% through strategic supplier partnerships.
- Developed and implemented training programs, improving team competency by 80%.

2. Project And Operation Engineer | (National Gas Company – NATGAS) December 2009 – December 2020



Achievements and responsibilities:

- Managed natural gas projects for Kom Hamada and Mahmoudia, overseeing services for over 50,000 residential clients and 54 industrial clients, with project growth of 15% annually.
- Conducted operations and maintenance on a complex natural gas network, ensuring reliable service and compliance with safety standards.

3. Water Research Engineer & Mechanical Engineer | (Behaira Water and Drainage Company – BWADC) (<http://www.bwadc.com.eg/new/ar/>)



October 2008 – December 2009

Achievements and responsibilities:

- Participating in developing water treatment plants economic performance and water production process to fulfill Domestic and industrial demand
- Collaborated on international projects with JICA and WATERNET teams, enhancing water treatment processes and addressing environmental challenges
- Working as a member of a team representing [BWADC] participate in
 - The design of a new water treatment plants with the Japanese team of [JICA and YEC]
 - Solving the algae problems with a Dutch team of [WATERNET]
- Managed water treatment plant operations (1200 L/S capacity), implementing leak detection measures and improving system efficiency.

Education

1. Master of Business Administration (MBA) | Arab Academy for Science, Technology & Maritime Transport (Expected Graduation: 2025)
2. Bachelor of Science in Mechanical Power Engineering | Alexandria University | 2008

Languages

1. Arabic: Native
2. English: Advanced (professional proficiency in reading, writing, and speaking)
3. German: Beginner

Skills

- Project Management & Strategic Planning
- Budgeting, Cost Control & Financial Optimization
- Team Leadership & Development
- Safety Compliance (OSHA) & Risk Mitigation
- Infrastructure Development & Improvement

References

References are available upon request.