

KHALED HADDAD

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DRIVING GLOBAL BUSINESS OPERATIONS TO EXCELLENCE

Active, established and result-oriented professional with accomplished experience of 36+ years in Corporate Re-structuring, Organizational & Business Development, Strategic Planning, Quality, Human Resources across Project Management & Construction, Trading, Automobile Service and Retail, Agri-food Industry, Telecommunication, Landscaping, Hospitality and Medical.

- Demonstrated expertise in Strategic Planning, Program Management, Public Relations organisational development and Change Management.
- Possessing proven executive management track record in driving management transformation in various industries.
- Exceptional strengths in building a team of performers with incessant leadership and motivational inputs.
- Proven expertise in formulating & implementing business plans to improve business effectiveness & efficiency with a focus on quality & consistency.
- Conducted ISO 9000 training courses for multi disciplinary companies
- Proven track record in achieving targets and objectives
- Skilled at building & maintaining long term business relations with clients, external agencies & regulatory authorities. Decision maker, dedicated, diligent, ambitious and impressive resourcefulness.
- Communicative speaker and motivator who can work with Multinational teams.

PROFILE & VALUE

Corporate strategy & Development Specialist- characterized as a visionary, strategist and tactician. Consistent record of delivering extraordinary results in growth, revenue, operational performance and profitability. Strong finance background in start-ups and profitability of the company.

Customer Relationship Management – Market, sales driven with striking personality and good PR personnel.

Management by Objectives – driven by passion to implement policies and procedures, vigilant in augmenting Critical Success factors

Consistently deliver mission-critical results- driven by a visceral “hard-wired” need to strategize and to innovate. Gifted with the vision, determination and skills needed for high-level revenue-building strategy and tactics.

Strong orientations in operations and finance- participate in high level operational initiatives, including infrastructure design, process reengineering, turnaround management and reorganization.

Respect and leverage human capital-motivate, mentor and lead talented professionals. Live the culture and lead by example. Direct cross-functional teams using interactive and motivational leadership that spurs people to work effectively

Capability Building: ensure that employee’s personal goals are in line with the company objectives.

AREAS OF EXPERTISE

Strategic Planning	Process Improvement	HR Strategies Development
Organization Development	Development of Policies & Procedures	Market Studies & Analysis
Bank Documents & Relationships	Due Diligence	Financial Analysis Knowledge
Employee Development	Quality Management	Business Process Re-engineering,

PROFESSIONAL CREDENTIALS/ AFFILIATIONS/ CERTIFICATIONS

Education:

~ PhD in Business Management, Colton University USA, 2006

~ MBA, Almeda University USA, 2000

~ License in Business Administration, Lebanese University, 1983

Affiliations:

American Society for Quality (ASQ) Human Resources
Division
American Management Association (AMA)
Human Resource Institute (HRI)

Certifications:

ISO 9001:2008 Lead Auditor
ISO 14001:2004 Lead Auditor
ISO 9001: 2015 Transition Course

PROFESSIONAL EXPERIENCE**FREELANCE MANAGEMENT & FINANCIAL CONSULTANT - UAE**

April 2015 to date

- Conduct an assessment study of a Manufacturing & Sales Company in Lebanon
- Develop; & guide the management of a group of 16 companies of different activities (Travel Agency, Contracting, Wood Fabricator, Aluminium Fabricator, Aviation Services, etc...)
- Head the restructuring of a Holding Company
 - ✓ Reports to the Corporate Administration Director, as being part of the restructuring team that is in charge of developing the Organization Structure and Functional Descriptions and related Job descriptions, in line with the strategic plan.
 - ✓ Direct the development and oversee the implementation of functional policies, processes, procedures and controls covering all areas of HR, so that all relevant procedural/legislative requirements are fulfilled while delivering a quality, cost-effective service.
 - ✓ Approves Authority for Expenditure (AFE's), Contracts, Invoices and Commitments for all business relevant to HR consistent with company's policies.
 - ✓ Ensure the effective achievement of HR functional objectives through the leadership of the HR department - setting individual objectives, managing performance, developing and motivating staff, provision of formal and informal feedback and appraisal - in order to maximize subordinate and departmental performance.
 - ✓ Direct the preparation of the HR department budget and plan and monitor financial performance versus the budget so that the business is aware of anticipated costs/revenues, areas of unsatisfactory performance are identified and potential performance improvement opportunities are capitalized upon.
 - ✓ Prepare, forecast and budget the manpower plan in accordance with the management's needs and in line with the organization's requirements and management directions.
 - ✓ Develop the recruitment policy and ensure adherence to it so as to see that best people with highest potential are recruited.
 - ✓ Develop and direct the implementation of effective Compensation and Benefits policies and procedures, covering remuneration, car, medical and other non-financial benefits that ensure that employees are fairly and competitively remunerated in line with their contribution/performance and that Al Qudra Holding is able to Direct the preparation of periodical progress reports to keep top management informed about the progress of various initiatives and to facilitate decision making.
 - ✓ Executive lead to create and maintain the appropriate processes and culture to ensure Al Qudra Holding meets its obligations, internally and externally to have an effective internal control environment, an appropriate compliance and ethics policy. Encourage the company culture of ethical conduct and compliance.

JACOBS INTERNATIONAL HOLDINGS INC, Abu Dhabi UAE

Regional Quality Manager Middle East, Aug 1 2008 to May 15 2013

Key Highlights

- Report to the Vice President Middle East & Group Vice President Quality and administer and maintain the integrity of the quality management system across all the projects of the company in the Middle East.
- Develop maintain and update the quality management system to meet changing certification requirements and continuous process improvements.
- Build awareness of and ensure compliance with ISO 9001 and Jacob's Quality System through regular training of employees.
- Monitor and ensure consistency of work processes in all project stages and compliance with the overall quality program requirements at all affiliate offices.
- Lead the internal audit program and coordinate external audits and technical & capability assessment reviews and ensure resolution of non-conformities through appropriate corrective and preventive actions.

- Liaise with field and modular QA/QC teams ensure development and implementation of quality plans and non-conformance processes covering all stages of all projects managed by Jacobs
- Review and approve of all project quality plans, execution plans, work procedures & standards and inspection & test plans of various projects.
- Perform Technical and Commercial Evaluation of Tenderers on behalf of Clients (EPC Contracts, TPI, Airport and Harbour Expansion on Offshore & onshore Projects)
- Conduct client expectation & client satisfaction surveys, report results and follow up implementation of improvement programs.
- Coordinate project closeout audits and prepare lessons learnt reports.

BUREAU VERITAS, Dubai UAE

Senior Management Consultant/Lead Auditor, Nov 2005 to Jul 2008

Key Highlights

- Reported to the CEO and provided consultancy support to a base of 25 companies in different businesses in the areas of strategic planning, business process reengineering and development of policies and procedures for organizational development.
- Prepared strategic plans with KPIs defined for achieving all identified objectives and organizational & operations manuals to meet requirements of ISO 9001:2000
- Conducted 5-day training programs in Quality Management, Strategic Planning and HR Management for different client organizations.
- Led third party audits of 200 companies in diverse areas of business.
- Guided clients in implementing Integrated Management Systems.

FREELANCE MANAGEMENT & FINANCIAL CONSULTANT, Beirut Lebanon, Jul 2003 to Oct 2005

Key Highlights

- Secured and successfully executed a wide range of consultancy assignments for clients in diverse businesses.
- Reviewed and developed management systems for a trading company, a car dealer and a software development company.
- Lead the turn around of a losing Job to a Profitable organization with minimal resources.
- Assessed the management practices of a factory in KSA based on the Burke-Litwin Model.
- Developed the organization structure covering grades & salary scales, Organogram, personnel policies & procedures and job descriptions for a printing company in Lebanon.
- Facilitated the turnaround of a manufacturer & distributor of soft drinks, snacks & pastries by coaching administrative, HR and finance teams.
- Prepared the pre-feasibility study report for establishing an Islamic Financial Brokerage institute.
- Conducted a review of the existing operating systems for revamping the policies & procedures of a manufacturing company in Egypt.

AGRICULTURAL DEVELOPMENT CO, Beirut Lebanon

HR & Administration Manager May 2001 to Jun 2003

Key Highlights

- Reported to the President and led a team of 5 managing HR, Administration & Procurement departments.
- Prepared the departmental organization structure with job descriptions.
- Developed the Personnel & Procurement manuals to meet ISO 9001:2000 requirements.
- Managed all procurement activities from order placement, opening of letters of credit, clearing goods from customs and accounting for receipts.
- Managed all documentation for export of the company's products.

EARLY WORK EXPERIENCE

- **TEAM INTERNATIONAL**, Lebanon, **Senior Management Consultant**, Oct 1998 to Apr 2001
- **MOUNIR HALWANI ESTABLISHMENT**, Lebanon, **Office Manager**, 1996 to 1998
- **ARABIAN HALA COMPANY**, KSA, **Administration & HR Director**, 1994 to 1996
- **SPOT ELECTRONICS**, Lebanon, **Managing Director**, 1988 to 1993
- **RABYA LANDSCAPING**, KSA, **Administration Manager**, 1984 to 1988
- **GEORGE S AWEIDA**, Lebanon, **Assistant Senior Auditor**, 1979 to 1983

TRAINING

- The Discipline of Innovation, SRI
- Creating Strategic & Operational Competencies: The Role of HRM
- Workshop of Quality Management in SMEs by applying Six Sigma
- Conference of Privatization in Lebanon, Lebanese Engineers Syndicate
- Warehouse & Stock Management
- HR Management in the New Millennium
- Conference of Learning Organizations: Management Concepts, Strategies and Applications
- Modern Human Resource Management Techniques
- Industry Growth Partnerships: Achieving Lebanon's True Economic Potential
- Knowledge Management Strategies
- Cost Accounting in Industrial Institutions
- Courses in Strategic Management, City University of London
- UNDP Registered Consultant

PERSONAL PROFILE

- Date of Birth: 14 April 1957
- Languages: Arabic, English, basic French
- Nationality: Lebanese
- Software: MS Office, Internet, E-mail, Lotus Notes
- Driving License: UAE, KSA
- Preferred Job Location: The Middle East
- References: Available on request