Hashem Alalem

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SUMMARY

Project Management and Business Analysis professional with 7 years of experience leading projects, driving organizational change, and delivering data-driven insights across four countries and multinational companies. Possessing a highly technical engineering background, I bring a creative, problem-solving approach to complex challenges. Expertise includes project management, business development, stakeholder engagement, and strategic consulting, with a proven ability to facilitate both business and technical discussions. Committed to improving operational efficiency and fostering growth through innovative solutions and strategies.

CORE SKILLS

Consulting & Business Analysis	Project Management, Business Analysis, KPI Management, Strategic Planning.
Modeling & Simulation	Process Mapping & Optimization, Simulation, Computer-Aided Design (CAD), Visio, Lucidchart, AutoCAD, Creo, Catia, FlexSim.
Data Analysis	Advanced Excel, Python, Power BI, Basic SQL, and Data Handling Skills.
Business Essentials	MS Project, Enterprise Resource Planning (ERP), Robotic Process Automation (RPA), Technology Integration, Cross-functional Team Leadership, Communication Skills, and Problem-Solving Skills.

RELEVANT PROFESSIONAL WORK EXPERIENCE

One Step Consulting Services, Remote   **Jan 2020 – Present**

Founder and Consultant

Notable Clients:
- **Canada:** Canadian Fast Track Logistics, A+++ Logistics services, LIX EX, ZAYTUNA FOOD INC, Autopia Film Making.
- **United States:** The Distributors Network, Picco Metal Corp.
- **United Arab Emirates:** Caracal Small Arms Manufacturers & Suppliers, United Arab Emirates Research Center.
- **Jordan:** QAF Non-Profit Organization, Mujaddidun Charity, El-Huda W Noor Schools, AWS schools.

Management Consulting and Business Development:
- Administered projects across various countries, gaining experience in diverse industries and cultural contexts.
- Collaborated with key stakeholders to ensure project alignment with organizational goals.
- Led optimization projects to enhance operational efficiency and improve administrative structures.
- Managed projects that transitioned companies from small startups to well-organized organizations by implementing process improvements.
- Developed comprehensive business plans for launching new startups or expanding in new markets, including financial projections, market studies, and sales forecasting.
- Directed projects centered on designing and building data flow systems to streamline data collection, management, and analysis.

Schwarzman Animal Medical Hospital, Manhattan, NY, United States   **Jul 2023 – Apr 2024**

Lean Project Manager
- Conducted comprehensive departmental reviews to identify areas for improvement.
- Led four optimization and operational efficiency projects, including No-Show Appointments, Dispensary Workflow, ER Planning and Forecasting, and Patient Waiting Time Reduction.
- Created flow mappings for current-state processes and projected future-state improvements.

- Reduced the prescription-to-discharge cycle time by 11 minutes and minimized pharmacist idle time by 30% in Q4
- Decreased patient waiting time for the discharge process by 25% over two consecutive quarters.
- Reduced the number of no-show appointments by 18% in Q3 by revising the process for repeat offenders and enhancing the appointment confirmation procedure.

Madar International Schools, Abu Dhabi, United Arab Emirates   Aug 2021 – Jul 2023
Learning Management System Lead

- Led the change project for implementing a new Learning Management System (LMS) and facilitated its successful adoption across the school.
- Designed and optimized data flow systems, ensuring efficient collection, validation, and analysis of the data.
- Tracked and managed KPIs for 210 staff members and automated KPI tracking for over 2,100 student marks.
- Managed the stakeholder's interaction with the school delivering accurate and timely performance reports to the academic leaders like MAP, EmSAT, SSAT, IBO, PISA, and TIMSS assessments.
- Conducted knowledge gap analyses and designed targeted training curricula to upskill staff, driving continuous improvement across the institution.

Apple project Via Concentrix, Amman, Jordan   Mar 2020 – Aug 2021
Operational Quality Lead

- Led the COPC project, achieving site-level certification for customer excellence and implemented processes to maintain high standards.
- Managed 4 rotating teams of 25 technical support advisors, ensuring Apple user satisfaction across EMEA region.
- Evaluated 75 advisor-client interactions monthly to monitor quality and customer satisfaction.
- Collaborated with Apple's quality department in progress meetings, calibration, and quality inspections.
- Conducted performance evaluations, coaching sessions, and training workshops to improve advisor performance and meet over 8 KPIs.

Passion Academy, Amman, Jordan   Jan 2018 – Mar 2020
Founder and Project Coordinator

- Planned, supervised, and coordinated project progress, ensuring timely and successful delivery of training and consultation services.
- Developed proposals, reports, presentations, and quotations to secure new business opportunities and partnerships.
- Conducted market studies to identify customer needs and tailor offerings accordingly.
- Led a support staff team of 15 employees, including instructors, sales agents, and administrators.
- Managed outsourcing companies responsible for marketing and outreach efforts.
- Performed quality control, analyzed feedback, and prepared root cause analysis (RCA) reports to drive continuous improvement.

CERTIFICATIONS & EDUCATION

Postgrad Courses: Data Analysis & Healthcare Systems	Binghamton University, USA	(2024)
Lean Six Sigma Green Belt	Binghamton University, USA	(2024)
PMI® (PMP Candidate with approved project hours)	PMI	(2023)
PPM (Professional Project Management) Certification	PPM	(2023)
Data Science in Python,	Data Camp	(2023)
Robotic Process Automation in Business (RPA), StudioX	UI Path Academy	(2021)
Data Science Introduction	IBM via Coursera	(2021)
Bachelor of Mechanical Engineering	Hashemite University of Jordan	(2019)