

HASHEM ALALEM

Management Consultant | Operational Excellence | Tech-Enabled Business Transformation

+1-437-955-3244 Hashem.alalem1996@gmail.com Toronto, ON

SUMMARY

Management Consultant with 7 years of international experience across diverse sectors. With a foundation in engineering and graduate studies in business, I specialize in integrating technology into business operations, leading change initiatives, and delivering high-impact consulting engagements. I am passionate about innovation and committed to empowering entrepreneurs through structured operational strategies and technology-driven solutions.

PROFESSIONAL EXPERIENCE



Instructor Student Leadership Advisor

Blyth Academy 07/2024 - Present Toronto, Canada
<https://www.blytheducation.com>

- Taught Data Management & Communication Technology courses with a focus on business transformation through technology.
- Led 15 leadership workshops annually, focusing on enhancing student skills in areas like Project Management and Technology.
- Advised over 200 students yearly on career development, fostering a support network at Blyth Academy.
- Trained student council members on agile methodologies, strategic planning, and effective communication workflows.
- Led hands-on workshops on Slack, Notion, MS Office, Trello, and Asana to enhance digital collaboration and task management.



Health Digital Transformation Consultant

AMC Hospital 07/2023 - 04/2024 New York, United States
<https://www.amcny.org>

The largest and oldest non-profit veterinary hospital in the U.S., delivering multidisciplinary care across 20+ specialties and 140+ veterinarians since 1910.

- Led a tech-driven business transformation by implementing a new EMR system (Cornerstone to Instinct) and ensuring seamless adoption across departments.
- Directed 4 operational improvement projects focused on reducing no-shows, streamlining ER and discharge workflows, and optimizing dispensary operations.
- Mapped and redesigned current-to-future state processes to enable scalable, data-informed improvements across departments.
- Audited prescription-to-discharge efficiency by cutting 11 minutes per cycle and reducing pharmacist idle time by 30%.
- Achieved a 25% decrease in discharge delays and an 18% reduction in no-show appointments through strategic workflow redesign.



LMS Strategy Operations Lead

Madar Schools 08/2021 - 07/2023 Abu Dhabi, United Arab Emirates
<https://www.madarschool.ae>

- Led the full-scale implementation of a new LMS, enabling digital transformation across 11 departments and multiple campuses.
- Automated KPI tracking for 210+ staff and 2,100+ student records by optimizing system workflows.
- Increased LMS adoption from 15% to 73% through data-driven process redesign and user-centered protocols.
- Boosted training completion rates to 90% by revamping content based on targeted knowledge gap analysis.

FIND ME ONLINE



LinkedIn
alalem-Hashem



Website
www.Hashem-Alalem.com

EDUCATION



Master of Business, Entrepreneurship and Technology - MBET

University of Waterloo
Waterloo, Canada



Bachelor of Mechanical Engineering

The Hashemite University
Az Zarqa, Jordan

COURSES

Green Belt Lean Six Sigma

Binghamton University, State Of New York

Project Management Professional PMP

Project Management Institution, PMI Candidate

Data Analysis & Computing Tools

Binghamton University, State Of New York

Health Care Data Science & Analytics

Binghamton University, State Of New York

Robotic Process Automation

UI - Path

Data Science Introduction

IBM via Coursera

SKILLS

1. Strategic Execution & Consulting

Project Management, Business Consulting, Strategic Planning, KPI Management, Process Improvement, Stakeholder Alignment, Operating Models.

2. Data-Driven Decision Making

Excel (Advanced), Power BI, SQL (Basic), Dashboards, Data Analysis, Performance Metrics, Reporting.

3. Digital Systems & Business Tech

ERP (SAP, Oracle), RPA (UiPath), MS Project, CRM Platforms, Tech Stack Selection & Integration.

4. Leadership & Change Enablement

Agile & Scrum, Cross-functional Collaboration, Change Management, Client Engagement, Training & Onboarding, Communication Strategy.

PROFESSIONAL EXPERIENCE



Operational Quality Lead

Apple

03/2020 - 08/2021 Amman, Jordan

<https://www.apple.com>

- Managed 4 rotating teams of 25 technical support advisors, ensuring Apple user satisfaction across EMEA region.
- Achieved highest customer satisfaction team score at 94% and top quality performance score of 87%, outperforming all regional benchmarks.
- Led the COPC certification project, securing site-level accreditation and embedding quality processes to maintain customer service excellence.
- Conducted performance evaluations, coaching sessions, and training workshops to improve advisors' KPIs.
- Collaborated with Apple's quality department in progress meetings, calibration, and quality inspections.



Founder and Project Coordinator

Passion Academy

01/2018 - 03/2020 Amman, Jordan

- 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 25+ employees, including instructors, sales agents, and administrators.
- Managed outsourcing companies responsible for marketing, IT solutions, and outreach efforts.
- Performed quality control, analyzed feedback, and prepared root cause analysis (RCA) reports to drive continuous improvement.

PRO BONO & FREELANCE PROJECTS



Management Consultant

Hashem AlAlem

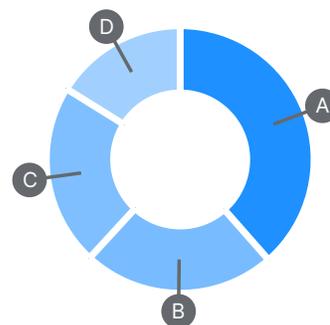
01/2019 - Present

<https://hashem-alalem.com>

Provided management consulting services including business planning, strategy development, technology-based change management, and operational optimization. While I have worked with a large number of clients under confidentiality agreements, the following are some of my featured clients:

- **Canada:** Service Ontario, A&W Restaurants, A-Utopia Filmmaking, Skyline Logistics, Skyline Car Rental, Canadian Fast Track Logistics, PeaceGeeks (NGO), BusyQA Consulting.
- **United States:** Binghamton University Research Center, Watson Institute for Systems Engineering (WISE), IOST NY, Picco Metal Corp.
- **United Arab Emirates:** Caracal Small Arms Manufacturers & Suppliers, United Arab Emirates University Research Center, Emirates Red Crescent (NGO).
- **Jordan:** United Nations (through UNHCR), Hashemite University Students Deanship, Al Jazeera Media Network, Hult Prize (NGO), Institute of Electrical and Electronics Engineers (IEEE), King Hussein Cancer Center.

FIELDS OF EXPERTISES



- A Operational Excellence & Tech Integration
- B Continuous Learning & Education
- C Entrepreneurship & Innovation
- D Healthcare Operations Optimization

LANGUAGES

English Native ●●●●●

Arabic Native ●●●●●

VOLUNTEERING

Co-Founder and Operations Manager

QAF LCI

2017 - 2021 Amman, Jordan

Raised over \$50,000 in 2019 to support community development, capacity-building programs, and relief operations across Jordan, while overseeing day-to-day operations.

Project coordinator, and Fundraiser

Mujjadidun Charity

2013 - 2017 Amman, Jordan

Led and executed humanitarian programs targeting refugee communities, managing teams, fundraising efforts, and outreach initiatives across Jordan.

Innovation Lab Youth Advisor

UNHCR

2015 - 2017 Amman, Jordan

Trained youth (ages 13 to 18) in essential skills to enhance their capacity in innovation labs, promote community engagement, and involve them in impactful volunteer initiatives.