

## Managing Director

**Multifaceted and accomplished professional with solid experience in product development, sales, and project management.**

Remarkable leadership skills with proven ability to influence internal teams and ensure achievement of key objectives through the utilization of empathetic and positive interactions. Documented history of strengthening relationships, improving processes via execution of continuous improvement initiatives, as well as elevating output, quality, customer satisfaction, and employee morale to all-time bests. Skilled in cultivating and sustaining solid relationships with strategic partners and building consensus across multiple organizational levels. Fluent in English, Arabic, and French.

## Areas of Expertise

- Organizational Leadership
- Strategic Planning & Analysis
- Project Management
- Revenue & Growth Maximization
- Staff Training & Development
- Business & Product Development
- Key Account Management
- Relationship Building
- Stakeholder Engagement

## Career Experience

### Collaborative Resolution Group - Non-Profit Org

March 2022 – Present

Member of the Board

Direct business operations, set policies, approve business decisions, and evaluate executive performances. Develop strategic plans, approve budgets and business decisions, and represent company to stakeholders.

- Supported a non-profit organization dedicated to restorative justice and community conflict resolutions.
- Coordinated the nonprofit's activities with several board members.
- Acknowledged as a core participant on various committees.

### Highland Valley Elder Services, Florence, MA

June 2021 – Present

Long Term Ombusman Volunteer

Provide residents with outstanding service cordially and effectively, while adhering to procedures specified for service. Identify and resolve conflicts as well as negotiate and close mutually beneficial agreements between parties. Cultivate and sustain robust working relationships with clients and staff.

- Delivered active functional support and assistance to homes with 35 to 40 residents, while visiting residents a few hours per week, and reporting back to the state ombudsman office.
- Improved efficiency and productivity by gaining and applying knowledge of new skills.
- Cooperated and proactively engaged with residents and staff of the home to explore and assist in searching for options to promptly resolve conflicts as well as problematic issues or concerns.

### Confluence Mediation, Northampton, MA

June 2019 – Present

Mediator/Facilitator/ Consultant

Leverage and adopt mediation techniques to bridge communication between disputants to further parties' understanding of different perspectives. Provide exceptional support and service parties toward mutual agreement. Recognize concerns, conduct in-depth analyses of material, and propose solutions to issues. Create a safe and secure environment for parties to explain their interests, viewpoints, and concerns, allowing for better communication. Prepare and process settlement paperwork as well as gather signatures from disputants to provide official documentation of agreed-upon solutions.

- Achieved acceptable outcomes by liaising and building rapport with parties and lawyers.
- Ensured seamless running of operations by coordinating meetings for non-profit organizations.
- Led collaborative brainstorming sessions to find solutions to problems arising between business partners.
- Closed settlement agreements by proposing resolutions and supporting effective decision-making for involved parties.
- Contributed to the ongoing process of quality improvement by proposing recommendations and taking part in activities designed to solve problems, while fostering collaboration.

Lead essential operational initiatives to drive and maintain substantial business growth. Design and maintain annual budget with effective controls to prevent overages, minimize burn rate, and support sustainability objectives. Establish associations and partnerships with resellers in Morocco, Egypt, Lebanon, United Arab Emirates, Saudi Arabia, Kuwait, and South Africa.

- Set and outline organizational objectives with the company mission; resulting in increased revenue, profit, and business growth by deploying integrated strategies.
- Steered strategic initiatives to implement key changes and improvements in business development and sales programs.
- Developed innovative marketing strategies to increase the number of customers and the company's market share while simultaneously boosting engagement and propelling expansion.
- Designed and delivered solutions by leveraging trends in customer marketplaces and industries.
- Produced and rolled out innovative sales and marketing strategies to facilitate business expansion.
- Cut material costs and improved distribution by restructuring supply chain functions.
- Reduced problems during COVID-19 and identified new goods and solutions to offer by investigating and addressing business development challenges.

**Additional Experience:**

**Managing Director MEA/SAARC, Gandinnovations / AGFA Graphics, Dubai, United Arab Emirates**

**Vice President, UniTrade Company Inc., Columbia, SC**

## **Education**

**Bachelor of Science: Aircraft Engineering, Embry-Riddle Aeronautical University - Daytona Beach - Daytona Beach, FL**

**Associate of Science: Mechanical Engineering, Midlands Technical College - West Columbia, SC**

**Mechanical Engineering, University Of South Carolina - Columbia - Columbia, SC**

## **Certifications**

Social Work Practice: Advocating for Social Justice and Change, 2022

International Law in Action: The arbitration of International Disputes, 2021

Diversity and Inclusion for HR Professionals, 2021

Massachusetts Long Term Care Ombudsman Program, 2021

Collaborative Practitioner - Crilley Mediation and Law Center, 2020

Mediation - MWI Boston, Massachusetts, 2019

## **Training**

Sociocracy Facilitation Training - Sociocracy for all, Feb 2022

International Law in Action: The arbitration of International Disputes (Universiteit Leiden - Online course), Aug 2021

Diversity and Inclusion for HR Professionals (university of California, Irvine - Online course), Nov 2021

Social Work Practice: Advocating for Social Justice and Change (University of Michigan Online Course), Jan 2022

Massachusetts Long Term Care Ombudsman Program - May 2021

Advocates for Fair Treatment: Ombuds Role on DEI Issues, 1.5hours (1.5PDH Credits)

Massachusetts Housing Mediation and Summary Process 15 Hours Training

14-Hour Collaborative Practice Training

Runaway Train: Using Collaborative Practice to Derail High Conflict Court Cases (Gender & the Collaborative Process: The Impact of Bias and Identity) (Paul Ekman Group Micro Expressions Training , Subtle Expressions Training Tool, and Micro Expressions Intensive)

TMTC Working with Resistance workshop (Diversity & Inclusion: Be the Change You Wish to See In the World)

FACP Collaborative Law Process Act and Collaborative Practice: Exploring Possibilities for Families Struggling with IPV/D

Collaborative Law Process Act and Collaborative Practice: Exploring Possibilities for Families Struggling with IPV/DV. May 2020 (Small Cases Court Mediation Volunteering - June 2019 - Present)

Mediation Training - Trained Mediator. Completed forty-hours of mediation training in accordance with M.G.L. ch.233 § 23C with MWI in Boston, MA, including Ethics of Mediators