

CAREER HIGHLIGHTS

Over 20 years' experience in various sectors such as airports and rail. adept at procurement management, possessing hands on experience in contract management, and has a good experience in project management.

As a compliance and performance manager, I am primarily responsible for implementing and enhancing the compliance framework concerning the contracts that our company is managing, Managing the KPIs and commercial aspects for Service Providers, handling contract risks and disputes, and ensuring compliance with legislation as well as internal and external policies.

WORK EXPERIENCE

AECOM, Royal Commission for Alula (RCU), Alula (**Portfolio Compliance & Performance Manager**)-
Managing Agent for seven contracts. Jan 2022 – Present

- **Performance Management:** Monitor, review, and audit the service provider's performance, ensuring that services are delivered in accordance with contract and statutory requirements, including KPI management. Establish a performance management process to evaluate and record service provider performance against the contract. Implement and maintain performance improvement plans.
- **Contract and Compliance Management:** Managing service provider's contracts on behalf of Client ensuring service compliance all the time. Understand duties and obligations of each party and ensure operation team is aware of all requirements. Participate in preparing RFPs and Contracts, lead the discussion with other parties. Managing commercial activities and procurement process. Handle contract disputes, prepare reports and advise client on resolution options. Advise on additions, omissions, and variations to the project scope. Maintain a contract database. Assist in the development of budgets and forecasts, validate contract invoices, ensure cost saving is achieved, and support in controlling the contract budget. Review and approve subcontractor documents. Ensure all parties are compliant with regulatory guidelines, providing advice and leadership about compliance issues that arise, investigation of variances, and recommending remedial measures where necessary. Conduct contract audits and support with internal audits to ensure compliance with bylaws and guidelines.
- **Risk Management:** Develop and maintain contract risk register, ensure mitigation actions are provided and an escalation process is in place whereby any potential risks to the project are highlighted and acted upon

SNC LAVALIN SAUDI RAILWAY COMPANY (SAR), Riyadh (**Business Support Manager**) Jul 2018 – Dec2021

- **Managerial Tasks:** Support management of all business areas to ensure the successful implementation of operational and strategic plans, ensure project financial and contractual targets are met, and the compliance within company policies and the project requirements.
- **Procurement and Contract Management:** Managing Subcontractor's Contracts. Managing Procurement processes and Procurement staff to secure project requirements for all stations and workshops. Support in controlling the budget and managing the main contract. Handle contract disputes and prepare required reports. Ensure cost saving is achieved. Ensure all parties are compliant with regulatory guidelines, providing advice and leadership about compliance issues that arise. Support in preparing regional policies and procedures, ensuring team compliant.
- **Administration Management:** Managing administration and logistics activities for all project sites, including but not limited to accommodation, transportation, and warehousing. Managing administration team and lead the discussion with other stakeholders.
- **Client Satisfaction:** Deliver high levels of client satisfaction and continuously improve service delivery and performance.

AL-SAFWAH RAILWAY CO, PRINCESS NOURA UNIVERSITY/ METRO PROJECT APM, Riyadh (Facility & Administration Manager) Aug 2011 - Jun 2018

- **Facilities Maintenance:** Assisting the CEO in technical issues belong to the project in cooperation with all stakeholders. Manage service provider ensuring all deliverables are achieved and KPI is met.
- **Managerial Representation:** Representing the management with supervision, coordination, and monitoring of work with some contractors.
- **Human Resource & Administration Management:** Managing human resource and administration management activities including payroll.

PPMDC PORTS PROJECT MANAGEMENT & DEVELOPMENT Co., PRINCESS NOURA UNIVERSITY/ METRO PROJECT APM, Riyadh (Interface Engineer & Project Coordinator) May 2010 - Aug 2011

- **Recruitment:** Managing the employment and recruitment process for new employees. Ensure adequate training is conducted to them and all their legal documents are provided.
- **Project Management:** Support PM with administrative work, Represented the management with supervision, coordination, and monitoring of work with sub-contractors and other parties.
- **Stakeholder Correspondence:** Manage the communication with Stakeholders and subcontractor's activities in accordance with the plan.

SYRIAN CIVIL AVIATION AUTHORITY, DAMASCUS INTERNATIONAL AIRPORT, Syria (Head of Civil Works Department from Nov 2008 and Supervision Engineer from Mar 2003) Mar 2003 - Apr 2010

- **Team Management:** Manage the team of civil work department and their technical activities. Ensure routine activities are conducted on time and projects deliverables are achieved.
- **Contract Management:** Manage the contracts under civil works department and participate in preparing tender documents.
- **Stakeholder Correspondence:** Lead the communication with Stakeholders, including the external authorities and ministries in accordance with department need.
- **Project Management:** Supervised project activities of Protocol Building, Honor Lounges, Runway and apron, Terminals, external areas, Landscaping, and water networks.

PERSONAL INFORMATION

- **Gender/ Marital Status:** Female/ Single
- **Nationality:** Syrian
- **Reference:** Available upon request