



Consultant Profile

Tarek Hanna Suleiman Abu Beida

MBA/CMC/Trained in iso20700/Certified Change Practitioner/Certified in Strategy and BSC /EFQM/CGB/Certified Trainer

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A passionate Management Consultant with 14 –year consulting and management experience in diversified areas & sectors

Core Areas

1. **Business Transformation and Change Management** including people, processes and technology.
2. **Business Process Management, Reengineering, Optimization and Improvement.**
3. **Standard documents including policies, procedures, guidelines, forms...**
 - Management, Preparation, optimization and assessment of standard documents.
 - Establishing and implementing managerial systems regarding policies and procedures in the company/organization.
4. **Organizational Development, Organization and Organizational Design /Re-design** in alignment with corporate strategy and including:
 - Assessing, optimizing and development structures/charts, roles and job descriptions.
 - organizational/departmental performance, interdepartmental relationships, individual performance.

Areas above are highly enhanced by implementing Training, Project Management methodologies, and in alignment with the strategies of Quality /Organizational Excellence, HR Development, and Business Development.

Scope

Sectors/Industries:

All sectors /industries including (but not limited to) banking, finance, governmental sector, logistics, IT, Security, Services, manufacturing...

Levels: Groups/ Companies/ affiliates/ internal entities/Interdepartmental/ individuals.

Governance:

- Trained in and implementing ISO20700-2017 standards for Management Consulting.
- Complying with the code of ethics of IMC (Institute of Management Consultants and Trainers) /Jordan internationally applied by ICMCI (International Council of Management Consulting Institutes).



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Professional Experience

1. Freelancer Management Consultant and Trainer, 2018 to date

2. Manager – Organization and Project Management Department/SOCIETE GENERALE Bank of Jordan (SGBJ), Amman, Jordan, (October 2000 –November 2017)

Designation Chronology:

- 2012 – 2017: Manager – Organization and Project Management Department
- 2009 – 2012: Senior Consultant – Organization and Project Management Department
- 2006 – 2009: Procedures Supervisor – Organization and Project Management Department
- 2004 – 2006: Assistant Section Supervisor – Central Operations Unit
- 2002 – 2004: Officer – Central Operations Unit
- 2000 – 2002: Customer Service Officer/Credit Officer/Accountant – Main Branch

Projects/Initiatives include:

- Participated as a **speaker in the topic of (Key Challenges posed by Digital Business Transformation)** in the **forum of (Product and Service Management and Development in the Digital Economy)** that took place on **25 and 26/8/2020**, Amman Jordan, organized by Jordan Today Center for Development.
- **Working on conducting several training courses including specialized training courses for topics that include procedures management (phases, best practices, establishing policies & procedures entities in organizations...), change management, HR development, Business Process Management/Reengineering, organizational development....**
- **Project: Establishing ERP System for Medmac Company for Manufacturing Agricultural Chemicals and Veterinary Products (starting of 12/2019)**
 - Scope: Scoping and Current (As is) status analysis.
 - Deliverables: Assessment of the current (as-is) situation including the company’s current processes, policies, procedures and organizational charts. In addition to setting improvement recommendations to be used in gap analysis and needs definition phases.
- **E-government program conducted by Jordan Ministry of Digital Economy and Entrepreneurship/Formerly Communications, (3/2019-12/2019).**
 - **Scope:** Re-engineering 6 Services at Ministry of Interior.
 - **Deliverables:** For every service, Preparing As -is procedures manual, Report of Service Analysis and evaluation, to- Be (re-engineered) automated processes and procedures, Gap Analysis, Implementation plan, and conducting training for the concerned managers and employees.
- Participated as a certified assessor in **(King Abdullah II Award for Excellence in Government Performance and Transparency)** organized by King Abdulla the 2nd Center for Excellence (10-11/2019): Shadowing Assessor.



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- **Client: Modernity International /KSI Jordan 6/2019-10/2019) for Auditing and Accounting.**
 - **Scope:** Issuing the company's Procedures Manual as part of implementing ISO-9001 requirements, setting improvement recommendations and conducting the training required for implementation.
- **Client: Emerging Markets Payment Company (EMP)/Egypt for electronic payment services (12/2018-3/2019).**
 - **Scope: Finance Department.**
 - **Deliverables:** prepared procedures manual and recommendations for improving the operations.
- **Client: Network Jordan /International Payment Solutions (9/2018 – 2/2019).**
 - **Scope: Finance Department operations.**
 - **Deliverables:** Prepared procedures manual of Finance department, Conducted Risk assessment and analysis of the operations, and proposed the recommendations of improving the operations and reducing risks.

Projects at SOCIETE GENERALE /Jordan Bank

Scope:

- **All the bank's internal departments (Board of Directors, Top Management, HR, Finance, Corporate, Retail, Risk, Internal Audit, Legal, Branches, Logistics, Security, IT, Compliance, Marketing, Treasury, Operations, Purchase...).**
- **All the bank's affiliates (Brokerage Company, Leasing Company).**

Organization, Documentation, Reengineering and Performance Improvement:

- Consulting Missions and studies for troubleshooting, quality improvement, and performance enhancement.
- Setting new departments and restructuring current departments.
- Modifying/restructuring the organizational charts of the bank and its departments.
- Developing and updating policies and procedures manuals, instructions, guidelines, forms...
- Analyzing, improving and Reengineering Processes (such as Corporate and Transfers).
- Department's Job Descriptions, Roles and responsibilities, interdepartmental relationships.
- Establishing new affiliates (Brokerage company/Leasing Company).
- Mystery shopping implementation.
- Setting Department's KPIs.

Automation (including change management, organization and reengineering):

- Implementation of the new banking system – Served as the bank's project coordinator and liaised with the Lebanon Head Office, 2012-2014.
- Credit Bureau (Central Bank of Jordan's requirements)
- Automatic Clearing House, e-FAWATEERCOM, , Mobile Banking, Mobile Payment and E-wallets
- Go-AML system for Anti-Money Laundering
- Updating credit banking system
- Implementation of a new Foreign Currency (FX) system
- Settling utility bills of clients using debit/credit cards & Settling the bank's expenses using electronic cards

Governance and international regulations:

- Corporate Governance
- IT Governance



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- Foreign Account Tax Compliance Act (FACTA)
- IFRS 9 – Financial Instruments

Innovation and Best Practices: Implementing the project of implementing SOCIETE GENERALE Group’s best practice, & implementing the program of innovation.

Commercial:

- Launching new products
- Implementation of Central Bank of Jordan’s Transparency Instructions
- Know Your Customer (KYC)
- Disabled Clients
- Establishment of both standard and customized branches (Mall Branches)
- Establishing offsite ATMs

Resources, Fixed Assets and Administrative:

- Moving SGBJ Head Office, Relocation of departments within the Head Office, Moving branches
- Fixed Assets Inventory Project, and Organizing Archiving Project

Education

- **Master of Business Administration (MBA)**, Arab Academy for Banking and Financial Sciences – Jordan, Amman (September2007).
- **BA – Business Administration**, University of Jordan – Jordan, Amman (September1999)

Certificates

- Certified Management Consultant
- Trained in ISO 20700 -2017 standards for Management Consulting.
- Certified Change Practitioner/Prosci- USA.
- Certified in Strategy and Balanced Scorecard/Palladium.
- Certified EFQM Excellence Assessor.
- Certified Trainer.
- Certified General Banker.

Awards

2016 innovation trophy at SOCIETE GENERALE Bank of Jordan for Organization and Project Management Department.

Detailed CV , References and further /and Further info

Available Upon Request