

Fadi Nijem is a dynamic and competent business and management consultant with 18 years of outstanding experience and a solid educational background. In both the corporate and non-profit sectors, he specializes in offering efficient solutions for contact center operations, customer experience, sales and marketing, human resource management, customer service, project management, operations management, and business support. At prestigious organizations such as the Jordan Engineers Association (JEA), UNHCR, the Jordan Society for Business Entrepreneurship (JoSBE), Luminus Education Group (Luminus Technical University College), and Data Insight for Management Consulting, He achieved outstanding performance in challenging roles, and created mutually beneficial connections based on a "win-win situation—long-term partnership," encouraging expansion and providing outstanding client experiences via superior business services, all the while maintaining a laser-like focus on accomplishing organizational goals and objectives.

Awaiting your response.

“Win - Win Situation, Long-term Partnership”

Fadi Nijem, Ph.D.

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Date of Birth: 26 - 07- 1983
Place of Birth: Amman - Jordan
Nationality: Jordanian
Marital Status: Married

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Certified Management Consultant (CMC)

OBJECTIVE

- In search of a demanding role where I can use my skills as a management consultant, excellent business process management, HR management, marketing, public relations, customer experience management, contact center, project management, CRM, and customer service.

KEY QUALIFICATIONS

- I have two years of excellent experience as a principal consultant at **Data Insight for management consulting**.
- I have completed 7 years of exceptional training and teaching at **Luminus Educational Group**.
- I spent a year excelling as an external relations and media manager at the **Middle East Studies Center**.
- I spent a year as an excellent program associate at **UNHCR**.
- I have amassed 9 years of exceptional experience at the **Jordan Engineers Association**.

EDUCATION

- **Ph.D. Business Administration - GPA (Excellent) W.I.S.E University, Amman, Jordan**
- **MSc, Human Resource Management, GPA (Very Good) Al-Balqa' Applied University, Amman, Jordan**
- **MBA, Business Administration, GPA (Very Good) Al-Balqa' Applied University, Amman, Jordan**
- **BA, Marketing, GPA (Good), AL - Zaytoonah University, Amman, Jordan**
- **Diploma, Marketing, GPA (Good), Al-Balqa' Applied University, Amman, Jordan**

Certifications

- **Certified Management Consultant (CMC) – The International Council of Management Consulting Institutes (ICMCI) – IMC-Jordan - Certificate number: JOR/001/2024 - March 27, 2024.**
- **Certified Square Wheels Facilitator (CSWF) - International Association for People & Performance Development (IAPPD) – MENA – License – 4586 – Aug 2022.**
- **Certified Human Resource Auditor (CHRA) - International Association for People & Performance Development (IAPPD) – MENA – License – 4507 – May 2022.**
- **Certified Manager®– Institute of Certified Professional Managers - USA - 2023.**
- **Certified Sales Trainer (CST) – Sales Professional Society (SPS) - SalesH2o – License - 5822-5834-446. Aug 2020.**
- **The Training of Trainers (ToT) Certification Programme: An International Forum for Agents of Change International Training Center (accredited by ILO) – Turin – Italy, December 2018.**
- **DIGITAL MARKETING & MEDIA CERTIFICATE (DMC) – SAE Institute Australia – May 2017.**
- **Certified Professional Trainer (CPT)- International Association for People & Performance Development (IAPPD) – MENA – License – 21312706 – Feb 2015.**
- **Certified Customer Services Expert (CCSE)- International Association for People & Performance Development (IAPPD) – MENA – License – 21312817 – June 2015.**
- **Business Process Management Professional Certificate BPTrends® - June 2011.**
 - Business Process Management Professional" Certificate issued by BPTrends (USA), This Training Course is endorsed by IIBA, The International Institute for Business Analysis.

- Distinguished Trainer Award – Managing Training Effectively from Institute of Leadership and Management – UK – License - NB089027883705 – September 2008.

EXPERIENCES and SKILLS

- **Principal Consultant Principal Consultant** Oct 2022 - Present
Data Insight for Management Consulting - Riyadh, Saudi Arabia

Principal Tasks:

- Establish a vital connection between our company and our clients, guaranteeing seamless communication and a clear understanding of their needs and expectations.
- Coordinate and lead research initiatives, seminars, and discussions to cultivate a collaborative problem-solving environment and acquire critical insights.
- Employ innovative solutions and inform strategic decision-making by conducting a thorough analysis and interpretation of the competitive landscape and industry trends.
- Create comprehensive, tailored strategic plans to address each client's specific challenges and goals, always keeping their long-term vision in mind.
- Ensure seamless transitions and stakeholder alignment by securing management endorsement and providing expert guidance on communicating and implementing organizational change.
- Foster a culture of collaboration and excellence by coordinating and guiding internal teams to ensure the highest standards of project delivery, from conception to completion.
- Maintain credibility by enforcing stringent quality control procedures and standards in all client interactions and project deliverables.
- Lead and actively participate in business development initiatives, through strategic outreach and relationship building, to identify new growth opportunities and expand the firm's client base.

- **Assistant Project Manager - Business Department** September 2016 to October 2022
Luminus Education Group – Amman, Jordan

Main duties:

- I've designed and taught Pearson-accredited TVET and bachelor's degree curricula.
- I participated in leading TVET initiative projects, ensuring operational efficiency and business goals with various organizations such as UNESCO, Unicef, USAID, GIZ, UNHCR, and the Jordanian Ministry of Labor.
- I have created and produced extensive training materials for soft skills classes, with an emphasis on improving problem-solving, collaboration, and communication skills.
- We have incorporated industry best practices and standards into specially designed training modules for contact centers and customer service programs.
- I oversaw the implementation of the TVET initiative and its daily operations, ensuring adherence to the program's goals and schedules.
- I conducted student recruitment, selection, and interviews to enroll them in the contact center and customer service training courses.
- I collaborated with several internal departments to improve their ability and effectiveness in achieving the objectives of the TVET initiative.
- I have established and maintained alliances with important local market players to find job openings and guarantee the placement of graduates.
- I reported updates, problems, and results to senior management to guide decision-making.
- To ensure excellent training, I made sure the training curriculum and operational processes met City & Guilds contact center certification requirements. This included both standard compliance and quality assurance.

- **External Relations & Media Manager** **September 2015 to August 2016**
Middle East Studies Center - Amman

Responsibilities

- Develop a strategy plan including strategy, goals, budget and tactics.
- Develop media relations strategy, seeking high-level placements in print, broadcast and online media, Coordinate all public relations activities.
- Direct social media team to engage audiences across traditional and new media.
- Leverage existing media relationships and cultivate new contacts within business and industry media.
- Manage media inquiries and interview requests.
- Create content for press releases, byline articles and keynote presentations.
- Monitor, analyze and communicate PR results on a quarterly basis.
- Evaluate opportunities for partnerships, sponsorships and advertising on an on-going basis.
- Build relationships with thought leaders to grow industry awareness.
- Maintain a keen understanding of industry trends affecting clients and make appropriate recommendations regarding communication strategy surrounding them.

- **Programme Associate** **18-06-2014 to 30-06-2015**
UNHCR - Field Office of Irbid

Responsibility:

- Assist in negotiating agreements with implementing partners and ensure that IP agreements are established in conformity with UNHCR's financial rules and the latest Headquarters' instructions.
- Undertake proper collection, monitoring and use of baselines, standards and indicators needed to measure and analyses Programme performance, trends and target interventions.
- Review the implementation and performance of IPs agreements through appropriate physical monitoring to evaluate the projects by reviewing work plans, progress reports, budget, financial reports and expenditures; undertake field visits as required.
- Use UNHCR's corporate tools (e.g. Global Focus, Focus Client) to assess the technical soundness of the operation and generate data for evidence-based decisions at the country-level.
- Assist in keeping donor representatives briefed on developments and assist in the development of funding submissions, appeals and reports.
- Assist in ensuring compliance in issuance of audit certificates for Implementing Partners.

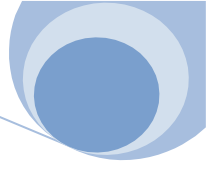
Authority:

- Provide inputs for the country operations plan (including budgets, staffing levels and structures) as well as prepare inputs for funding submissions, appeals and reports.
- Enforce compliance with UNHCR's global strategies, protocols and guidelines.
- Represent UNHCR in the physical monitoring of projects.

- **Head of Call Center Department.** **08/03/2012 to 04/06/2014**

Jordan Engineers Association - Customer Service Dept. - Amman

- Setting and meeting performance targets for speed, efficiency, sales and quality.
- Managing the daily running of the call centre.
- Liaising with supervisors, team leaders, operatives and third parties to gather information and resolve



issues.

- Maintaining up-to-date knowledge of industry developments and involvement in networks.
- Monitoring random calls to improve quality minimize errors and track operative performance.
- Coordinating staff recruitment, including writing vacancy advertisements and liaising with HR staff.
- Reviewing the performance of staff, identifying training needs and planning training sessions.
- Recording statistics, user rates and the performance levels of the centre and preparing reports.
- Handling the most complex customer complaints or enquiries.
- Organizing staffing, including shift patterns and the number of staff required meeting demand.
- Coaching, motivating and retaining staff and coordinating bonus, reward and incentive schemes.
- Forecasting and analysing data against budget figures on a weekly and /or monthly basis.
- Improving performance by raising efficiency and sourcing new equipment to enable this, e.g. new dialing products.

- **Head of Marketing Department.**

01/06/2011 - 07-03-2012

Jordan Engineers Association - Marketing & Public Relations Dept. - Amman

- Develop marketing objectives to achieve a positive image of the Jordan Engineers Association.
- Develop and implement marketing plans and programs in the short-term and long-term.
- Research and analysis of various factors, internal and external environment in order to obtain marketing opportunities for projects undertaken by the JEA.
- Develop a plan for advertising, promotion and communication.
- Communication with agencies for the implementation of outdoor advertising campaigns.
- Ensure effective control of marketing activities and take corrective actions that ensure the achievement of marketing objectives and according to plan.
- Assessment of market reactions to advertising programs or promotion policy in order to review the marketing strategies of the JEA.
- Make recommendations on the review of the structure and organisation of work teams to ensure marketing goals.
- Conduct marketing studies, both on existing services or new services.
- Preparation and processing of reports on marketing activities.
- Read, analyse and explain some of the articles in scientific journals and technical specialist.
- Dealing with the objections of fellow engineers.
- Prepare reports for senior management and the public and the Council of the Bar Association.
- Problem definition and data collection and the development of the facts and perceptions and arrive at useful results.

- **Senior Quality and Development Consultant**

01/04/2009 - 31/05/2011

Jordan Engineers Association - Human Resource & Development Dept. - Amman

Experienced Business Process Management (BPM) practitioner of different operational improvement projects and have a firm understanding of BPM practice. This experience include:

- Interviewing business process owners and process experts (business staff members) through meetings and workshops.
- Applying BPM techniques including process modeling using BPMN 2.0, business rules definition, data use definition, data collection, process / work flow analysis and redesign, process performance measurement and analysis, etc.
- Designing and analyzing current (As-Is) process flows.
- Breakdown and detail business process hierarchy – at specific leveling concept – into processes, sub processes, activities, task
- Modeling experience on BPM tools such ARIS.



- Defining problems with cost, quality, effectiveness, efficiency and failure to meet with KPI targets – tracking the problems to their sources and determining how they can be eliminated
- Redesigning business process to meet the performance targets and objectives.
- Documentation of policies and processes manual.

Business Process Management and Restructure Projects in JEA including below departments:

- Customer service & CRM.
 - Human Resource Management.
 - Health Insurance.
 - Training Center.
 - Engineering Affairs.
 - PR & Marketing.
 - Pension.
 - Financial Affairs
 - Auditing.
 - IT.
 - Call Center.
 - Investment.
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- **Head of Customer Service Department.** 04-03-2008 - 31-03-2009
 - **Customer Service Representative** 04-03-2006 - 03-03-2008
Jordan Engineers Association - Customer Service Dept. - Amman

Customer Service Skills Tasks and Responsibilities:

- Key Account Manager at JEA with the mobile company **ZAIN, ORANGE, UMNIAH.**
- Motivated and retained an effective administrative and supporting team to provide high-quality services to JEA.
- Recognized by JEA for contributions in training and for superior customer service.
- Sell JMITS's service and handsets to JEA customers.
- Sell service features and other VAS services to JEA customers.
- Responsible for accurate data entry on the services contract.
- Responsible for reporting daily sales activities to JEA Customer Service Manager.
- Educate customers about the service and related features.
- Responsible for providing the customer with the SIM card, mobile number.
- Responsible for acquiring numbers, handsets and SIM cards from other branches upon demand.
- Solve customers' problems and answer queries.
- Responsible for inventory on daily basis for handsets and Cash Money.
- Assisting and evolving plans and imaginative solutions (suggesting ideas) to shops for problems they encounter on daily basis through referring to Customer Service Manager to better serve customers.
- Facilitating and participating in promotional activities.
- Responsible for preparing the stock report on a daily basis, and making sure of the availability of the stock in all the JEA branches.



- Achieved outstanding performance in providing high-quality service to JEA valued customers.
- Suggested procedures & programs that improve performance.
- A maintained phone call quality and made it as productive as possible.
- Handled subscribers' inquiries & communicated any update to them with accurate information on new services & educating them about existing services & products.
- Contacted Customers and found ways to settle their accounts.
- Documented cases that need follow-up and transfer them to entitled personnel.
- Received calls from customers to answer their queries, solve their problems and provide solutions.

Management Skills:

- Managed all operations of the customer service department and support units relative to JEA.
- Proven ability to motivate and inspire trainees to strive for success.
- Excellent leadership, interpersonal, and communication skills.
- Ability to demonstrate a positive, enthusiastic and friendly attitude.
- Led several recruitment committees for hiring new personnel.
- Capability to work under pressure.
- Strong verbal communication skills and Excellent Negotiation Skills.
- Customer Service Oriented.
- Corporate social responsibility.
- Solving Problem, Team Player, Project Management Skills, Strategic planning.
- Business Process structuring and Re-Engineering.

PROFESSIONAL TRAINING

- Train of Trainer (TOT) accredit by City and Guilds.
- Project Management Professional (PMP).
- Business Process Management (BPM) Fundamentals.
- Using ARIS Toolset in Process Management Projects.
- Customer Satisfaction & Addressing their Complaints. (Satisfying the Requirement of ISO – 10002 Standard)
- Processes of Mystery Shopping (ISC Quality Certification).
- Problem Solving & Decision-Making Skills.
- Time Management & Communication Skills.
- ISO 9001 & Internal Auditing.
- Serve Model Leadership.
- Emotional intelligence.
- Technical Writing Report.
- TOEFL, ICDL Certification.
- **Note: I have more than this Training.**



AWARDS and ACKNOWLEDGMENT

- AWARD FROM **INJAZ** FOR THE CREATION OF ECONOMIC OPPORTUNITIES FOR JORDANIAN YOUTH.
- JORDAN ENGINEERS ASSOCIATION.
- MIDDLE EAST STUDIES CENTER.
- DATA INSIGHT FOR MANAGEMENT CONSULTING
- MINISTRY OF FINANCE

LANGUAGES

- Very Good English.
- Arabic Mother Tongue.

PROFESSIONAL MEMBERSHIP

- Sales Professional Society (SPS).
- Project Management Institute (PMI).
- Jordanian Society for Business Entrepreneurship (JoSBE).
- American Marketing Association – (AMA).
- Association of Business Process Management Professionals (ABPMP).
- Institute of Management Consultants and Trainers (IMC).
- International Institute of Business Analysis (IIBA).
- Society for Human Resource Management (SHRM).
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R E F E R E N C E S - Available upon your request.