

Fatima El Chediak

Project Manager, Consultant, Designer, Coach

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Summary

Accomplished professional with nearly a decade of expertise in project management, consulting, instructional design, and educational technology. With a robust background in engineering, digital transformation, and design, I excel at driving operational improvements, leading ERP integrations, and ensuring regulatory compliance across various engineering and technical companies. Proven success in creating efficient systems, fostering leadership, and delivering impactful learning experiences. Adept at blending technical acumen with innovative methodologies to optimize processes and deliver measurable results, with a commitment to sustainability in infrastructure and design. Proficient in using a range of tools and software including CAD, REVIT, Microsoft 365, and Odoo.

Key Skills & Expertise

- **Project Management & Leadership:** Directed projects across multiple sectors, achieving up to 40% operational improvements and fostering client retention.
- **ERP Implementation & Digital Transformation:** Specialized in ERP systems, including Odoo, with experience managing integrations that increased functionality by 30%.
- **Business Process Optimization & Operational Efficiency:** Analyzed and restructured workflows for greater efficiency, contributing to revenue growth and enhanced team collaboration.
- **Regulatory Compliance & Risk Mitigation:** Expert in guiding projects through local and international standards, ensuring adherence and minimizing project risks.
- **Customer-Centric Strategies & Stakeholder Engagement:** Developed training programs and service standards that improved customer satisfaction and decreased response times by 30%.
- **Training Program Development & Facilitation:** Skilled in design coordination, sustainability practices, and construction project documentation.

Experience

Adjunct Faculty, RIT University

Aug 2023 - Current

- Designed and facilitated the RIT 365 experiential learning course, growing participation from 25 students in Fall 2023 to 150 students in Fall 2024.
- Focused on developing self-management, AI integration, sustainability awareness, and professional competencies through interactive coaching sessions and tailored learning interventions.
- Leveraged innovative teaching methodologies to foster self-awareness, critical thinking, and collaborative skills, equipping students with tools for personal and professional success.
- Demonstrated adaptability in scaling programs while ensuring impactful learner engagement and measurable outcomes.

Independent Engineering Consultant/Coordinator – Better Gardens Contracting, Archcorp Engineering Consultancy, Dubai

January 2024 - July 2024

- Restructured operational workflows at Better Gardens, improving efficiency by 25% through strategic planning and streamlined processes.
- Developing training programs for different operations, improving the team efficiency and knowledge in various fields.
- Spearheaded digital transformation initiatives by implementing Odoo ERP at Better Gardens and developing an in-house ERP at Archcorp, achieving a 30% boost in workflow efficiency.
- Ensured 100% regulatory compliance as the Authority of Architect, aligning projects with Dubai, Sharjah, and Abu Dhabi building codes.
- Increased customer retention by 20% and sales by 15% through data-driven service optimization strategies.

Department Chair Coordinator, RIT University, Dubai

Aug 2023–Dec 2023

- Coordinated the daily tasks of six departments, including administrative and clerical support for department chairs, while maintaining high levels of customer service.
- Supported department chairs with planning and organizing academic events, including preparing meeting schedules, making prior arrangements, and handling agendas, registers, and minutes for relevant stakeholders.
- Maintained and organized files, records, and confidential correspondence, while assisting in developing reports,

notifications, and other documentation to ensure efficient departmental operations.

- Guided and supported students in navigating academic procedures, providing assistance with departmental queries, and ensuring their concerns were addressed promptly and effectively.
- Acted as point of contact for all government interactions related to department chair's and ensure all queries are addressed in a timely manner
- Ensured compliance with all relevant (internal and external) regulations including QHSE requirements using RIT policies and procedures as appropriate

Adjunct Faculty, Metaver Institute, Dubai

Aug 2023–Dec 2023

- **Managing Operations and Projects** at Metaverse Institute. The aim of this course is to develop an understanding of a portfolio of techniques for operations and project management and their selection and use in appropriate situations. This includes an appreciation of the development of alternative theoretical perspectives behind management thinking in this field.
- **Contemporary Marketing Management** at Metaverse Institute. The program intended to examine a variety of national and international marketing routes and professional development pathways, as well as to choose, create, organize, manage, and assess marketing-related reports. The module also considers whether marketing always has a beneficial influence on society and if it is feasible for businesses to advertise their goods and services in a socially responsible manner

Project Manager, Odoo Middle East, Dubai

Feb 2022–July 2023

- Led Odoo ERP Implementations successfully spearheaded the implementation of Odoo ERP for over 20 business transformations, with a focus on MMCs like MTM Marine, Q-source, and Drill-tech oil manufacturing, resulting in an operational improvement of 30–40%.
- Facilitated business process workshops and conducted comprehensive workshops with stakeholders, effectively managing the documentation and approval of requirements, thereby enhancing the alignment of solutions with client needs.
- Boosted End-User Adoption and Satisfaction, delivered end-user training and post-implementation support, ensuring high user adoption and satisfaction, and addressed system issues in collaboration with the development team.
- Effectively coordinated with senior executives and stakeholders, reducing communication gaps by 20% and ensuring timely project updates, leading to a 15% improvement in project delivery.
- Executed gap analysis and risk mitigation strategies, lowering potential risks by 25% and ensuring a 100% success rate in project delivery.
- Spearheaded ERP customizations and integrations, achieving a 30% increase in system functionality while consistently delivering projects on time and within budget.

Operations Engineer, General International Technical Company, Dubai

April 2019–February 2022

- Managed complex facility management projects and successfully directed key maintenance and facility management projects, such as Al Ghurair Mall and Swissotel, resulting in a 3x increase in services and improved customer satisfaction. Ensured enhanced customer experiences at DHC Building 52 and provided Dubai Civil Defense advising for multiple JLT towers.
- Coordinated Daily Operations: effectively coordinated daily operations, including inventory control, scheduling, purchasing, shipping, and receiving. Worked collaboratively with sales, production, and finance departments to ensure smooth operations and efficient communication.
- Cultivated strong vendor and customer relationships, developed and maintained positive relationships with vendors, suppliers, and customers, ensuring timely and accurate delivery of goods and services. This approach contributed to a rise in sales and customer satisfaction by up to 30%.
- Managed contract submissions accurately estimated quotes for new fit-outs and annual maintenance contracts, leading to successful tender submissions related to the Operations department. Diligently monitored and followed up with the submission of new contracts and tenders.
- Ensured Regulatory Compliance guided applications for licenses and certifications, ensuring adherence to Civil Defense regulations in Dubai, Sharjah, and Umm Al Quwain, which is an essential part of managing risk and maintaining good standing with regulatory bodies.

Customer Service Manager, Global Village, Dubai

October 2018–April 2019

- Managed a team of 30+ employees, developing and implementing service standards and procedures, improved work experience and flow, increasing revenue by 10%
- Developed a new customer service training program, leading to a 30% decrease in response times and improved guest satisfaction scores.
- Monitored and analyzed guest satisfaction scores, developing action plans to address areas for improvement.
- Conducted training sessions for new hires on the knowledge of POS and customer service
- Collaborated with other department managers to plan and execute events and promotions, ensuring the successful execution of all guest-related activities.

Design Coordinator, Square General Contracting Company, Dubai

May 2018–October 2018

- **Managed Project Documentation:** reviewed and analyzed crucial project documents such as BOQ, drawings, SPECS, and conditions of contract, contributing to efficient project execution.
- **Coordinated Design Deliverables:** Collaborated with internal and external designers and drafters to ensure timely delivery of construction and as-built drawings, supporting project schedules and draft content accuracy.
- **Optimized Drawing Management:** Streamlined drawing management process: planning, prioritizing, and tracking drawings through the project lifecycle, increasing efficiency by 25% and reducing errors.
- **Conducted Team Training:** Led regular training sessions for drafting team members, ensuring consistent quality

Education

Master of Engineering in Engineering Management, Rochester Institute of Technology, UAE I graduated with a cumulative GPA of 3.5 and gained a comprehensive understanding of technical engineering principles combined with business and management skills, which inform strategic decision-making and leadership within technical enterprises.

Bachelor of Science in Architectural Engineering, University of Sharjah, UAE Developed a strong understanding of engineering principles, particularly as they apply to the design, planning, and structuring of buildings and infrastructure. incorporate knowledge of sustainability and efficiency into architectural design and construction.

Certificates

Lean six sigma (Yellow belt),