

Btissam Lasri

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Bilingual Professional in Project Management, Business Administration, Change Management and Program Service Delivery

SUMMARY OF COMPETENCIES:

- Bilingual: Superior level French and English.
- Over nine (9) years of experience providing efficient program and project management to support in a variety of setting, aimed at advancing multiple organizations.
- Excel in formulating and executing strategies, operational requirements and translate planning into reality.
- Master project management methodologies, including qualitative and quantitative analytical tools and techniques.
- Demonstrated good knowledge and practice of financial management and accounting procedures such as monitoring performance against estimates and preparing annual budgets.
- Strong ability to research, analyze and interpret program data and financial information to determine root issues, and to translate into applicable solutions design and development.
- Respectful negotiation skills, from developing and analyzing agreements and performing cost-benefit analyses to achieving optimal partnership agreements.
- Diplomatic problem solving and conflict resolution skills, ensuring collaborative environment.
- Exercise a wide range of decision-making control using the most penetrating and objective evaluations to arrive at inventive and resourceful decisions.
- Effective (oral and written) communication and presentation skills, ensuring clear and concise information to maintain authentic and accountable stakeholders' relationships.
- Streamline workflow, rationalizing and prioritizing complex multi-tasks, demands and deliverables.
- Works well with complex and deadline driven environments using strong organizational and time management skills.
- Positive outlook with commitment to professional goals and quality of service delivery.
- Demonstrated proficient use of computer tools and applications (SAMS, Cognos reports, Microsoft office, word processing, graphics, spreadsheets, databases, etc.) to help track, organize, and prepare work and materials.

PROFESSIONAL EXPERIENCE

Bilingual Ontario Disability Support Program Manager

Jan 2021 – Sept 2022

Ministry of Children, Community and Social Service, Ottawa, Canada

- Led and managed a team composed of **12 Caseworkers and 3 Administrative Service Clerks**, to warrant effective program service delivery principles and client support.
- Monitored program integrity and ensured compliance with legislation, regulations, collective agreements, and program policies and directives.
- Implemented the hiring activities to fill vacancies through the competitive process – including recruitment/interviewing/selection

- Managed and monitored new staff orientation, onboarding, training and probationary review documentation.
- Assisted and provided consultation and advisory to caseworkers, stakeholders, and community agencies on program policies and directives for complex inconclusive situations or critical issues/incidents as needed.
- Oversaw **daily** the developed operational front-line service delivery schedule.
- Prepared briefing, correspondence, and report on enhancement requests and development efforts to provide visibility to senior management on timeline for expected requirements, improvements, and initiatives.
- Assessed and resolved potential conflicting interests with respect to program directives and policies.
- Provided advice and information to senior management on the impact, viability, and sustainability of proposed strategies, plans, and proposals.
- Participated in local, regional, and provincial working groups, networks, initiatives, and special projects.
- Led **four (4) ODSP local working groups**, where I supported the facilitation, communication and distribution of program initiatives and responded promptly and courteously to the different queries and requests.
- Applied recognized methods, policies, and procedures to meet financial and administrative requirements.
- Monitored **daily** clients escalated complaints and resolved conflicts between caseworkers and clients to ensure a better relationship working environment and a good social assistance delivery.

Regional Service Excellence Program Manager

Dec 2017 – July 2020

Tractafric Equipment Africa, Casablanca, Morocco

- Organized and executed simultaneously service cross functional program's projects in **4 African branches**.
- Planned and coordinated process assessments, process design and upgraded service department processes.
- Identified applicable solutions and recommendations by conducting statistical analysis and data collection metrics.
- Developed and implemented operational program action plans with appropriate resource allocation of staffing, supplies and logistics based on program budget forecasts.
- Negotiated attractive contracts terms and pricing to renovate company technical workshop according to program standards and requirements.
- Implemented Quality Management System and Occupational Health and Safety program, **resulting in ISO 9001 and OHSAS certifications** for the Offshore Business **in 2018 and 2019**.
- Improved customer retention to **70%**, using voice of customer and innovative marketing campaign.

Service Operations Engineer

June 2016 – Nov 2017

Tractafric Equipment Morocco, Casablanca, Morocco

- Developed and managed service excellence program plan in the Morocco branch, **resulting twice in certification**.
- Led and implemented Customer Experience process initiative, achieving a **loyalty rate of 56%**.
- Provided consultation on the use of Lean techniques to improve service process performance and product quality.
- Monitored the reports of accounting to keep up with expenditure controls and reconciliation.
- Worked proactively with HR to design **23 training curricula** as part of a technician career development plan.
- Created and provided training support guidelines for the company's new e-learning management system.
- Organized and coordinated logistics for **2 major training/demonstration events** for staff.

Regional Six Sigma Project Manager

Oct 2014 – Nov 2015

Cummins Inc., Filtration BU, Casablanca, Morocco

- Facilitated departmental Six Sigma projects to streamline processes and met my objective of achieving **more than \$300K USD savings in 2015**.
- Conducted detailed risk assessments by analyzing documents, statistics, reports, and market trends.
- Identified appropriate solutions and prioritized improvement opportunities by assessing and analyzing data/metrics.
- Prepared and **monthly** communicated to management various project progress reports.
- Coached a team of **22 individuals** on their Green Belt projects.
- Conducted and coordinated audits of closed Six Sigma projects, according to company compliance standards.
- Monitored and maintained Six Sigma projects deliverables for a sustainable progress control.

Six Sigma Project Manager, Concurrent Position

June 2013 – Sept 2014

Cummins Inc., Manufacturing, Lagos, Nigeria

- Improved power generation canopy production to two-fold increase with savings of **more than \$100K USD**.
- Implemented Quality Measurement System throughout the manufacturing plant facility.
- Reduced plant supply of inventory **by 20%** for a savings of **more than \$200K USD**.
- Shared best practices with the Africa Continuous Improvement leadership team at quarterly meetings.
- Mentored and coordinated bi-weekly a team of **10 individuals** on their Green Belt projects.

Six Sigma Project Coordinator, North Africa

Nov 2011 – Sept 2014

Cummins Inc., Distribution BU, Casablanca, Morocco

- Launched Lean Six Sigma culture within North Africa office.
- Provided quarterly Kaizen and Six Sigma training sessions in support of ongoing office growth.
- Developed marketing strategy roadmap for North Africa distribution business.
- Redesigned “G-drive” product sales strategy and process for the North Africa distribution chain.
- Assisted a team of **5 individuals** with their Green Belt projects.

EDUCATION and CERTIFICATIONS

PMP certification (In progress)

Expected achievement Jan 2023

Project Management Institute (PMI)

Executive MBA (Master of Business Administration)

Jan 2017 – Jan 2020

ISCAE School, Casablanca, Morocco

*The School is accredited by the UK-Based Association of MBAs (AMBA)

Lean Six Sigma Black Belt Certificate

Nov 2011 – May 2014

Cummins Inc

Master of Engineering – Electrical engineering

Sept 2008 – Jul 2011

ENSEM School, Casablanca, Morocco

*Evaluated by World Education Services (WES) as equivalent to a Master degree from a Canadian university