

## MAZEN EL KADI

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### HIGHLIGHTS OF QUALIFICATIONS

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- Over 10 years of experience in Project/Product Management in Humanitarian and Development sectors focusing on Databases, Technology, E-Learning, ICT in Education, and Digital Transformation.
- Over 10 years of experience leading Business Development opportunities & Proposal Writing for local, regional and international NGOs and private sector entities.
- 6 years of extensive knowledge in Quality Assurance and developing Learning and Accountability Frameworks.
- Over 6 years of experience in designing Monitoring & Evaluation Tools & Processes for Regional & Global programs.
- Mastery of developing Organizational Manuals, Policies & Procedures.
- Great ability in conducting internal auditing (ISO 9001 Quality Management Systems).
- Trilingual Proficiency: English, French & Arabic.
- Skillful in Microsoft SQL, Google Big-Data Query, WordPress Development, Google Data Studio, Tableau, Power Bi, Excel & Google Sheets, Microsoft 365, Google Workspace, Python, and R Language (beginner)
- Excellent leadership and teamwork skills with the ability to promote trust, ownership, and self-awareness
- Detailed-oriented and self-motivated learner with the ability to adapt and solve problems through a common-ground approach
- [Software Product Management - University of Alberta](#)
- [Google Project Management Professional Certificate](#)
- [Google Data Analytics Professional Certificate](#)
- [Certification of Qualifications 19011](#) – Internal Audit of Quality Management Systems

### PROFESSIONAL EXPERIENCE

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#### **Project Systems Specialist,**

October 2022, Present

#### **Digital Opportunity Trust - Ottawa, ON**

- Support the development & Maintenance of the Business Development Systems and Processes
- Support the Global Business Development Partnerships
- Lead the development and maintenance of a Cloud-based Global Program Tracking & Data Management Platforms
- Maintain a global donors mapping tool and dashboard

#### **Technical Consultant (Product Manager),**

May 2022, September 2022

#### **Digital Opportunity Trust - Ottawa, ON**

- Led the development and maintenance of a Cloud-based Global Program Tracking & Data Management Platforms
- Coordinated the adoption of the platforms by more than 8 country teams
- Managed the import of all country teams & HQ historical data into the platforms
- Trained country teams on the newly adopted platforms through a diversity of workshops and coaching sessions

#### **Business Development & Quality Assurance Manager,**

June 2018 - July 2022

#### **Digital Opportunity Trust - Beirut, LB**

- Headed the Business Development & Quality Assurance unit to meet the yearly goals
- Increased the yearly organizational income by 40% through a focused resource acquisition strategy
- Increased the organizational income streams from 3 to 18 donors
- Established the organizational Business Development processes and strategies
- Orchestrated the organizational strategy development
- Created the organizational Corporate Social Responsibility (CSR) measurement system
- Established the organizational Quality Assurance processes and strategies
- Supervised and coordinated the work of the quality assurance staff to reach their monthly KPIs

**Program Officer,**

October 2016 - June 2018

**World Vision International - Beirut, LB**

- Increased the yearly organizational income by 25% by introducing new services and approaches
- Increased the organizational donors' streams by 40% through a targeted prospect strategy
- Supervised and managed a portfolio of USD\$ 80 Million at the national and regional levels
- Facilitated internal audits for all portfolio programs
- Developed quality assurance processes to maintain high-quality implementation
- Supervised the work of more than 15 staff members at national and regional levels

**Monitoring & Evaluation Officer (Lebanon & Syria),**

June 2016 - February 2017

**Tabitha Relief & Development, Dorcas Aid International - Beirut, LB**

- Established the National and Regional quality assurance systems for Lebanon & Syria programs
- Developed all quality assurance tools and processes for the Africa response program
- Led the development of reporting and feedback mechanisms tools & templates
- Increased the organizational income by 30% and the donors' streams by 20% through the development of a new prospect acquisition strategy

**Project Coordinator,**

May 2014 - May 2016

**Caritas Lebanon - Beirut, LB**

- Acquired yearly income of up to USD\$ 4 Million
- Managed yearly programs of up to USD\$ 8 Million
- Strengthened the quality assurance portfolio by setting up the needed strategy, policies & procedures
- Established the Business Development unit by creating its strategy, structure, policies & procedures
- Led the program's financial planning and monitored the monthly burn rates

**Project Coordinator (Regional Program),**

Nov 2013 - May 2014

**Search for Common Ground - Beirut, LB**

- Managed a regional program of USD\$ 3 Million
- Established the regional rollout and implementation plans for Lebanon & Morocco
- Led the capacity strengthening of more than 10 local partners in Lebanon
- Led the monitoring of the regional finances and compliance with donors' regulations

**MEPI Alumni Coordinator & Project Officer,**

January 2012 - October 2013

**MEPI - Lebanon Alumni Association - Beirut, LB**

- Coordinated the rollout of the national and regional programs
- Led the coordination at the national & regional levels with US-MEPI HQ, regional office, and regional networks
- Acquired organizational income of up to USD\$ 1 Million
- Established the institutional structure, policies, and procedures
- Led the financial and managerial auditing of 8 partners
- Assisted more than 300 alumni with their daily needs
- Led the setup of the organizational social media presence by attracting more than 100 subscribers on a weekly level

**Field Officer,**

July 2011 - December 2011

**Youth Economic Forum - Beirut, LB**

- Assisted the Project Coordinator by providing technical and logistical support
- Led the coordination of Mount Lebanon's public policy teams
- Led the development & management of the organizational social media platform
- Assisted in the development of public policies
- Coordinated the daily project involvement of more than 13 partners

**EDUCATION**

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Notre Dame University - **Beirut, LB**

Sep 2007 - March 2011

Bachelor in International Affairs & Diplomacy

University of the People - **California, USA**

April 2023, Present

Bachelor in Computer Science