

Fatima El Chediak

Architect, Project Manager

Dubai, UAE - Phone (971) 52-7935330

Email: fatima.h.ch@hotmail.com - LinkedIn: [linkedin.com/in/fatimahch/](https://www.linkedin.com/in/fatimahch/)

Website: fatima-h-ch.com



SUMMARY

An accomplished architectural engineer with a substantial project management, operations, and engineering background. Successfully coordinated engineering initiatives with corporate strategy and oversaw the execution of extensive projects. Proficient in the design, construction, and planning of infrastructure and structures, with an emphasis on efficiency and sustainability.

EXPERIENCE

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
- Maintained files, records and confidential correspondence, reports and memos for future use
- Prepared meeting schedules making prior arrangements, prepare meeting agendas, meeting registers, and recording and communicating minutes of meetings to relevant stakeholders
- Assisted in developing reports, correspondence, and notifications to support the efficient running of the offices of department chair's
- 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, RIT University and 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
- *RIT 365* was conducted at RIT University. In this course, we explored experiential learning opportunities designed to make meaningful connections across the university and immerse students in competency development. The students planned, reflected, and developed a personal roadmap for future success, fostering self-awareness and broad-based professional competencies.

Project Manager, Odoo Middle East, Dubai

Feb 2022–Jun 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.

- Managed project stakeholders, coordinated with senior executives and other project stakeholders, provided regular updates on project progress, and managed risks effectively.
- Performed gap analysis and risk mitigation, conducted thorough gap analysis, identified potential risks, and devised effective mitigation strategies to ensure project success.
- Developed Customizations and Integrations for the ERP System: Made functional specifications for customizations and integrations to the ERP system, making sure they met business needs, were delivered on time, and adhered to 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 Swisshotel, 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.

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 and adherence to industry standards.
- Collaborated for Project Improvement: Worked with project managers and engineers to identify and implement areas for improvement in project delivery, driving continual improvement and project success.

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.

Skills

Architectural Engineering, Project Management, Business Operations, Stakeholder Management, Strategic Decision-Making, Sustainability and Efficiency in Architectural Design, ERP System Implementation, Lean Six Sigma Yellow Belt Certification, and Customer Service