

# Georges El Hajj, PMP®

PROJECT MANAGER & OPERATIONS.

## Summary

With studies in Business, IT, and Project Management, I am a results-driven, cross-functional professional with 15 years of experience in delivering projects, leading digital technology & IT, and operating various business functions.

My 10 years in the international development sector, engaging with donors, the private and public sectors, and community-based beneficiaries, have provided me with extensive experience in designing and delivering high-impact projects.

I have successfully led various business transformation programs, driving transformation across finance, operations, supply chain, sales, marketing, and IT, focusing on business process management, digital transformation, governance, business continuity management, strategic development, and business intelligence, leveraging AI, Automation, PowerBI, and business tools, including ERP, CRM, and GIS.

Committed to continuous improvement and currently pursuing an Executive MBA.

## Employment History

### Project Manager, DAI - WSC USAID funded Project, Beirut

DECEMBER 2015 — PRESENT

Throughout my 10 years at DAI, I worked on two consecutive large programs, where I have progressed through various positions, culminating in my current role as project manager.

In this role, I manage various activities under the program in compliance with the donor's regulations, policies & procedures, ensuring quality delivery, and meeting project objectives, where I am responsible to:

- Planning resources, defining scope, schedule, and budget.
- Identify and develop KPIs.
- Implement on-time and on-budget delivery of programs.
- Manage and engage local and international stakeholder across all levels, ensuring clean communication, alignment of expectations, and collaborative decision-making.
- Ensuring quality control by monitoring project progress and delivery against quality standards developed in the project charter.
- Proactively identify and assesses potential project risks, develop mitigation strategies, and implement contingency plans to minimize disruptions.
- Manage office operations, overseeing facilities to ensure a smooth and efficient work environment
- Tender management, developing TOR, SOW, RFQs, RFPs, and issuing solicitations, managing POs, ensuring accuracy and compliance with procurement policies and procedures.

## Details

Beirut, Lebanon  
71044338  
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[georges.e.h@gmail.com](mailto:georges.e.h@gmail.com)

## Links

[LinkedIn](#)

## Skills

Project Delivery Excellence

Stakeholder Engagement Success

Efficiency Improvement

Resource Optimization

## Languages

Arabic

English

French

- Supervise, and select vendors and subcontracts, negotiate contracts, and manage vendor relationships to ensure competitive pricing and timely delivery of goods and services
- Managed inventory, implemented inventory management systems and procedures to ensure optimal stock levels, minimize waste, and prevent stockouts.
- Fleet management, arranging and managing drivers, trips, and vehicles maintenance.

### Achievements

- **Digital Transformation:** Designed and implemented a comprehensive digital transformation programs including Microsoft Dynamics ERP & CRM.
- **Disaster Recovery Sites:** Led initiatives to develop disaster recovery sites for the Lebanese Water Establishments in collaboration with UNICEF. Implemented the first active Disaster recovery site for the Bekaa Water Establishment.
- **Infrastructure Development:** Designed and implemented a \$300K holistic ICT infrastructure for the North Lebanon Water Establishment headquarters and all branches.
- **Business Continuity/Emergency Response:** Developed business continuity management system, emergency response plans, and business continuity plans.
- **Management tools:** Designed and implemented several website projects for the Ministry of energy and water, and the Lebanese Water Establishment in collaboration with OMSAR.
- **Governance:** Based on different ISO standards, I have implemented multiple governance programs, developing effective policies and procedures, transforming business processes improving organizations' performance.

### Founder, TechnoTouch, Beirut

JANUARY 2012 — 2023

Founded TechnoTouch offering IT designs, assessments, consultancy, and advisory, leading the company and providing services in the local market.

### IT & Operations Manager Assistant, TecGroup, Beirut

JANUARY 2015 — DECEMBER 2015

During this period, I assisted the general manager in the day-to-day operations of the business, conducting different roles from procurement, HR, sales, and marketing. I was also the IT manager, managing the day-to-day IT operations.

### IT Field Engineer, DigiSys, Beirut

MAY 2012 — JANUARY 2015

During my period at DigiSys, I worked most of my time in the field, providing technical support for clients.

## Education

### Executive MBA (EMBA), Sagesse University, Beirut

SEPTEMBER 2022 — PRESENT

## **B.S in Information & Communication Technology, AOU**

SEPTEMBER 2007 — MAY 2011

### **Trainings & Certifications**

**Project Management Professional "PMP", PMI**

**Fundamentals of budgeting, Amideast**

**ISO 22301 Business Continuity Management System, PECB**

**Microsoft Certified IT Professional (MCITP)**