



Date Of Birth: 4-March-1989
Marital Status: Married
Military Service: Exempted
Nationality: Egyptian

Professional Skills & Competencies

Leadership & Strategy

- Strategic Leadership
- Operations Management
- Organizational Development
- Business Transformation
- Change Management
- Decision-Making & Problem Solving
- Performance Management
- Executive Reporting

Healthcare & Operations

- Healthcare Operations Management
- Medical Provider Network Development
- Claims Management & Auditing
- SLA & Service Delivery Management
- KPI Development & Monitoring
- Process Improvement & SOP Development
- Cost Control & Budget Management
- Risk & Compliance Management

Ahmed Khalil Eletriby

General Manager, Chief Operations Officer, HR & Business Transformation Leader, Healthcare, Engineering & Various Industries Experience

Giza, Egypt

Summary

Results-driven executive and operations leader with 15+ years of diversified experience across healthcare operations, human resources, engineering, and technical management. Proven success in building operational frameworks, leading organizational transformation, optimizing workforce performance, and driving business growth. Experienced in healthcare operations, HR strategy, and technical environments with strong leadership, change management and process improvement capabilities.

Experience

Operation Director

04/2024 – Present

Osman Group Medical Care

Giza, Egypt

A healthcare organization providing medical services and care solutions

- Design and implement the full operational model (structure, workflows)
- Establish departments: medical services, Contracting, administration, CRM, Finance and support services
- Establish SOPs, policies, and service standards from scratch
- Oversee department heads (HR, Finance, Operations, Customer Service, etc.)
- Built a high-performance culture contributing to improved operational efficiency and departmental accountability
- Lead the creation and expansion of more than **+100 service provider network** (hospitals, clinics, pharmacies, labs, scans), exceeding **+500 branch** all over the Egyptian governorates
- Define pricing agreements, SLAs, and service standards
- Ensured comprehensive coverage across high-population-density areas and work sites to support operational efficiency and service delivery
- Build strong relationships with providers to ensure service quality and cost control
- Coach and develop senior managers and leadership teams
- Ensure high responsiveness and service quality
- Supervise claims lifecycle
- Ensure accuracy and compliance in claims auditing
- Detect fraud, abuse, or billing discrepancies
- Collaborate with finance to manage budgets, forecasts, and cost control
- Use data-driven insights for decision-making
- Eliminate operational silos and bottlenecks
- Develop and monitor KPIs across all functions
- Report on operational performance to CEO/Board

Engineering & Technical

- Electrical Infrastructure Installation
- Equipment Setup & Commissioning
- Industrial Project Coordination
- Electrical Distribution Systems
- PLC Fundamentals
- Technical Documentation Review
- QA/QC & HSE Compliance
- Lean Manufacturing & Process Improvement

IT & Digital

- Network Administration
- IT Operations Support
- LAN/WAN & Server Administration
- Technical Troubleshooting
- Digital Systems & Process Automation
- CRM & ERP Adaptability

Experience

HR Supervisor

05/2022 – 03/2024

Osman Groups' Companies

Giza, Egypt

Diversified group of companies delivering innovative solutions across multiple industries

- Supervise end-to-end recruitment cycles (job posting, screening, interviewing, selection)
- Oversee onboarding and orientation programs for new hires
- Act as the first escalation point for employee concerns and grievances
- Promote a positive work environment and company culture
- Manage the performance appraisal cycle (KPIs, reviews, feedback)
- Train managers on performance evaluation tools and best practices
- Support development plans and succession planning
- Manage employee benefits programs
- Identify training needs through performance analysis
- Develop and implement training programs (technical & soft skills)
- Evaluate training effectiveness and ROI
- Supervise daily HR operations and HR team activities
- Support organizational structure design and workforce planning
- Participating in change management initiatives
- Analyze HR metrics (turnover, engagement, productivity)
- Recommend strategies to improve organizational effectiveness
- Provide insights and recommendations based on HR data
- Support HR strategy aligned with business objectives

Experience

HR Specialist

10/2021 - 04/2022

Osman Groups' Companies

Giza, Egypt

Diversified group of companies delivering innovative solutions across multiple industries

- Post job vacancies on job boards and social media
- Screen CVs and shortlist candidates
- Coordinate interviews with hiring managers
- Conduct initial HR interviews
- Prepare job offers
- Support onboarding and orientation for new hires
- Respond to employee inquiries regarding HR policies and procedures
- Handle basic employee concerns and escalate complex issues
- Assist in resolving workplace conflicts
- Support employee engagement activities
- Support the performance appraisal process
- Follow up with managers on performance reviews
- Coordinate training sessions and workshops
- Track employee training records
- Assist in identifying training needs
- Evaluate training feedback and effectiveness
- Participate in HR projects and initiatives

Key Achievements

Operations & Workforce Management

- Managed workforce operations for 300+ employees across multi-site service operations while optimizing deployment and productivity.
- Improved client satisfaction and operational continuity through SLA management, escalation handling, and resource optimization.

Operations & Healthcare Leadership

- Designed and established a complete operational model for a healthcare organization from inception, including organizational structure, workflows, and service standards.
- Successfully built and expanded a medical provider network exceeding 100+ providers and 500+ branches across Egyptian governorates, enhancing service accessibility and operational coverage.
- Developed and implemented SOPs, operational policies, and KPIs that improved accountability and operational performance.
- Led organizational transformation initiatives and established high-performance operational culture supporting business growth.

Experience

HR Coordinator **Osman Groups' Companies**

03/2021 - 09/2021
Giza, Egypt

A group of companies providing various healthcare services

- Post job vacancies on job boards and social media
- Screen CVs (initial filtering) and organize candidate databases
- Schedule interviews and coordinate between candidates and hiring managers
- Prepare interview documents and feedback forms
- Support onboarding logistics (orientation schedules, welcome kits)
- Support communication between employees and HR/management
- Help organize engagement activities and internal events
- Maintain performance records and documentation
- Track completion of appraisals and follow up with departments
- Schedule training sessions and coordinate logistics
- Maintain training records and attendance sheets
- Communicate training plans to employees
- Collect feedback after training sessions
- Support daily HR administrative operations
- Assist in updating organizational charts
- Participate in HR projects and initiatives

Experience

Operation Manager **Care Service Company**

04/2020 - 12/2020
Giza, Egypt

A company specializing in security and cleaning services

- Develop and implement operational strategies aligned with company objectives
- Translate business goals into actionable plans through security and cleaning functions
- Monitor performance KPIs and ensure continuous improvement initiatives
- Managed workforce operations for 300+ employees, optimizing deployment, productivity, and service delivery, which includes security officers and cleaning technicians, team leaders and supervisors
- Ensure optimal manpower planning, shift scheduling, and deployment
- Control absenteeism, turnover, and workforce productivity
- Monitor site safety, incident reporting, and risk mitigation plans
- Supervise performance of security hierarchy and ensure discipline and compliance
- Coordinate emergency response plans and crisis management
- Ensure high standards of cleanliness, hygiene, and sanitation across all facilities
- Monitor cleaning schedules, materials usage, and service quality
- Act as the main point of contact for clients and senior management
- Ensure service delivery meets contractual SLAs
- Handle escalations, complaints, and client feedback professionally
- Build strong relationships to ensure retention and business growth
- Manage operational budgets, payroll, and overtime costs
- Optimize resource allocation to reduce operational expenses
- Monitor procurement of cleaning materials, uniforms, and equipment

Human Resources & Organizational Development

- Progressed through multiple HR leadership levels from Coordinator → Specialist → Supervisor, demonstrating rapid career growth and leadership capability.
- Managed recruitment, performance management, training, and workforce planning initiatives aligned with business objectives.
- Supported succession planning, employee engagement, and change management initiatives to improve organizational effectiveness.

Engineering & Technical Achievement

- Participated in establishing a solar cell production line from scratch, including electrical infrastructure, equipment installation, and technical setup activities.
- Supervised electrical distribution station installation and commissioning activities while ensuring QA/QC and HSE compliance.
- Supported manufacturing process optimization and commissioning of industrial production equipment.

Experience

HR Generalist

Care Service Company

A company specializing in security and cleaning services

01/2019 - 03/2019

Al Mansurah, Egypt

- Led recruitment strategy and workforce planning initiatives
- Enhanced employee engagement and retention programs
- Implemented HR policies improving operational efficiency
- Acted as HR business partner supporting leadership decisions

Experience

IT Manager

Delta American Schools

An educational institution offering American-style curriculum

06/2017 - 08/2018

Al Mansurah, Egypt

- Managed IT operations ensuring business continuity
- Led system improvements and technical support functions
- Install, configure, and maintain LAN/WAN networks
- Manage routers, switches, firewalls, and access points
- Monitor network performance and ensure high availability
- Troubleshoot network protocols such as TCP/IP, DNS, and DHCP
- Ensure secure and reliable connectivity across all sites
- Manage servers 'Window' and virtualization environments
- Administer user accounts, permissions, and group policies
- Maintain Active Directory, file servers, and print services
- Oversee installation and maintenance of IT hardware (servers, PCs, laptops, printers)
- Manage data centers, server rooms, and network racks
- Ensure proper cabling, power management, and environmental controls
- Provide first and second-level support to end-users
- Troubleshoot hardware, software, and network issues
- Recommend upgrades and system improvements

Experience

CCo-Founder

Bahary Seafood Restaurant

A dynamic seafood restaurant dedicated to delivering high-quality, fresh seafood in a refined dining experience.

11/2016 - 04/2018

Al Mansurah, Egypt

- Successfully launched and scaled the restaurant from concept to full operation and increased monthly revenue
- Built a loyal customer with achieving high satisfaction and positive feedback ratings
- Reduced operational costs through supplier negotiations and efficient inventory management
- Developed a high-performing team and improving productivity and service quality
- Established partnerships with reliable seafood suppliers, ensuring consistent quality and cost optimization
- Maintained **100% compliance** with health, safety, and food hygiene standards
- Implemented digital ordering / delivery systems, increasing sales channels
- Enhanced brand visibility through social media and promotions

Training & Certifications

- HR Professional Diploma - SHRM
- HR Professional Diploma - HRCI
- HR Professional Diploma - CPD
- HR Professional Diploma - EGYCHAM
- HR Advanced Diploma - SHRM
- HR Advanced Diploma - HRCI
- HR Advanced Diploma - CPD
- HR Advanced Diploma - EGYCHAM
- CCNA – Self Study
- Programmable Logic Controller “PLC” - Cairo University
- Global System for Mobile Communications “GSM” - Cairo University

Training & Certifications

- Universal Mobile Telecommunications System “UMTS” – Cairo University
- International Certificate of Digital Literacy “ICDL” – Cairo University

Languages

- Arabic (Native)
- English (Very Good)

Experience

Home DSL Support Call Center Agent

03/2015 - 06/2016

TEDATA 'WE' Company

Giza, Egypt

A telecommunications company providing internet services

- Handle inbound calls from customers experiencing DSL internet issues
- Provide clear, step-by-step guidance to resolve connectivity problems
- Communicate technical information in a simple, customer-friendly manner
- Ensure high customer satisfaction and always maintain professionalism
- Diagnose and resolve common DSL issues
- Guide customers through modem/router setup and configuration
- Perform remote diagnostics and line testing
- Use CRM systems to log, track, and update customer cases
- Access network monitoring tools to check line status and outages
- Document troubleshooting steps and resolutions accurately
- Escalate unresolved or complex issues to higher technical levels or field teams
- Educate customers on best practices for improving internet performance
- Adhere to company policies, SLAs, and quality standards
- Stay updated on new products, services, and troubleshooting techniques
- Provide feedback on recurring issues to improve service quality

Experience

Home DSL Support Agent

02/2014 - 01/2015

ArabianLink Networking Company

Al Mansurah, Egypt

A networking company providing internet connectivity solutions

- Visit customers' homes and organizations to resolve DSL connectivity issues
- Provide professional, customer-friendly service and represent the company on-site
- Explain issues and solutions clearly to non-technical users
- Ensure customer satisfaction before leaving the premises
- Install and activate DSL connections for new customers
- Diagnose and resolve onsite issues
- Perform line testing using field tools
- Replace or repair faulty devices when needed
- Inspect and test telephone lines, junction boxes, and distribution points
- Ensure signal quality and proper DSL synchronization
- Coordinate with central office/network teams for external faults
- Escalate complex or network-level issues to higher technical teams
- Document all visits, actions taken, and resolutions in system reports
- Provide accurate feedback on recurring field issues
- Recommend solutions to improve performance
- Educate customers on proper usage and basic troubleshooting
- Adhere to company policies, SLAs, and service standards
- Maintain professional appearance and behavior during visits
- Manage daily visit schedules efficiently
- Optimize routes to ensure timely service delivery
- Meet productivity KPIs (number of visits, resolution rate, SLA compliance)

Experience

Production Engineer | Compact Fluorescent lamp production line
07/2013 - 12/2013

Production Engineer | Incandescent Bulb production line
04/2013 - 06/2013

Shouman Groups' Companies
Al Mansurah, Egypt
A manufacturing company specializing in lighting products

- Plan, schedule, and monitor daily production activities to meet output targets
- Ensure optimal utilization of manpower, machines, and materials
- Track production KPIs such as yield, efficiency, and downtime
- Analyze and improve manufacturing processes
- Implement continuous improvement initiatives to enhance productivity and reduce waste
- Apply Lean Manufacturing and Six Sigma principles
- Ensure products meet quality standards and specifications
- Monitor critical parameters during production process
- Investigate defects and implement corrective actions
- Work closely with QA/QC teams on inspections and audits
- Oversee operation of production machinery and automation systems
- Coordinate with maintenance teams for preventive and corrective maintenance
- Troubleshoot equipment issues to minimize downtime
- Support installation and commissioning of new machines
- Ensure compliance with safety standards
- Promote safe working practices on the production floor
- Monitor production costs and identify cost-saving opportunities

Experience

Electrical Engineer | Solar Cell Production Line
Shouman Groups' Companies
Al Mansurah, Egypt
A manufacturing company specializing in lighting products

- Participated in the establishment and setup of the solar cell production line from scratch, including electrical infrastructure and equipment installation
- Supervised installation, positioning, and electrical connection of production line machinery and supporting systems
- Managed electrical power distribution, cabling, panels, and control system installation for the production facility
- Reviewed electrical drawings, technical documentation, and installation plans

Experience

Electrical Site Engineer

05/2012 - 11/2012

Al Obour city, Cairo, Egypt

Electrical Site Engineer

11/2011 - 04/2012

ELEJECT Company

Alex. Desert Road, Giza, Egypt

A leading Egyptian contractor specializing in electrical infrastructure, metal manufacturing, and engineering

- Supervise construction and installation activities for electrical distribution stations
- Ensure execution of work according to approved drawings, specifications, and project requirements
- Monitor site progress and ensure adherence to project schedules and milestones
- Coordinate daily activities of contractors, subcontractors, and technical teams
- Verify proper installation of station equipment and infrastructure
- Apply lean manufacturing and Six Sigma methodologies to reduce waste and improve productivity
- Supervise installation and testing of transformers and transformer accessories, protection and control panels, busbars and cable systems, earthing and grounding systems
- Provide technical solutions for site challenges and design modifications
- Assign tasks and monitor workforce performance
- Supervise electricians, technicians, and subcontractor teams
- Maintain effective communication across project teams
- Monitor manpower, equipment, and material utilization
- Prepare material requests and ensure timely delivery to site
- Track work progress against project plans and report delays or risks
- Ensure compliance with QA/QC requirements and project specifications
- Enforce electrical safety and HSE procedures on site
- Provide technical guidance and support to site personnel

Education

Misr Engineering Technology Academy | 2011

Registered Professional Engineer with the Egyptian Engineers Syndicate

- **Overall Grade:** 63.69%
- **Graduation Project:** Excellent