

Mostafa Nejati Ajibisheh

BSc. (Industrial Engineering), MSc./MBA, PMD Pro., PhD (Management)

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Highlights of Qualifications

- Overall, 8 years of international work experience in Project Management, Business Planning, Reporting & Analytics, Process Improvement, and Business / Strategic Analysis
 - Strong business acumen and familiar with Risk-Based Project Management approach
 - Extensive experience liaising with various stakeholders in large-scale organization-wide projects
 - Strong communication skills with multi-lingual fluency in **English, French and Persian**
 - Doctorate degree in the area of Sustainability, Change Management & Governance
 - Proficient in Microsoft Office, MS Project, and Visio, with a high level of IT skills
 - Certified PMD Pro. (Certified Project Management for Development Professionals) & Lean Six Sigma Certificate
 - Strong analytical / leadership skills with the ability to multitask and manage various stakeholders
 - Committed and reliable, capable of managing tight deadlines and delivering outstanding results
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Related Work Experience

Government of Alberta – Edmonton, Canada
HR Metrics, Measurement and Survey Consultant

Mar 2017 – Present

Key Achievements:

- Lead the design and deployment of evaluation projects and employee input and survey tools (including a census Engagement Pulse Survey, Diversity and Inclusion Survey, etc.)
- Project Manage and drive several transformation projects in liaison with multi-disciplinary teams (e.g. HR Exit Survey; Enterprise Reporting Tool, Engagement Pulse survey, etc.)
- Provide measurement and program evaluation expertise
- Deliver outstanding results in a fast-paced and collaborative environment
- Communicate with and support various GOA departments and manage expectations
- Provide technical expertise and support to the development of strategic evaluation plans/outcome measurement frameworks

HSBC Bank Canada – Edmonton, Canada

Quality Service Analyst

Oct 2015 – Mar 2017

(Vancouver, Canada: Oct 2015 – Oct 2016)

Key Achievements:

- Managed the Process Improvement Channel (Voice of Agents) achieving a growth of over 300% in employee engagement within the span of 9 months; Liaised with various stakeholders to ensure the VOA recommendations are reviewed and implemented; and actual benefits are realized
- Developed and managed Executive Dashboard to monitor Voice of Agents Channel and regularly monitored the progress against Process Improvement KPIs; Facilitated workshops and delivered results to senior management
- Reviewed and updated existing procedures, and developed tools and recommendations to achieve business process improvement and operational efficiency
- Developed analytical reports and presentations for senior management to take informed decisions

- Acted as a subject matter expert by giving systemic and strategic feedback in order to fully understand and tackle complex challenges at work
- Provided high level support to implement the quality/coaching model within Contact Centre
- Supported Banks Retail Transformation Program by conducting Speech Analytics projects and recommending policies and practical recommendations to eradicate/deflect calls & improve efficiency
- Managed multi-projects with tight deadlines and applied six sigma tools and techniques to identify improvement opportunities and minimize waste
- Supported the delivery of projects to provide outstanding customer service and help stakeholders achieve strategic goals.

HSBC Bank Canada – Burnaby, Canada

Aug 2014 - Oct 2015

Service and Sales Specialist

Key Achievements:

- Supported Retail Banking & Wealth Management clients (both in English and French) by handling different communication channels including communications received via RBWM Internet Banking channel, Complaints, Contact Us Form, and the public email of HSBC Bank
- Provided clear and timely written response to clients, ensuring that elements of rapport, ownership and communication are effectively used to achieve First Contact Resolution (FCR)

WorldFish, CGIAR – Penang, Malaysia

Sep 2013 - Mar 2014

Business Analyst - Consultant

and May 2014 - Feb 2015

Key Achievements:

- Provided consultancy for the development of an organization-wide "Diversity Scorecard", which was then rolled-out throughout the organization
- Developed and implemented an organization-wide e-Learning Portal accessed in 7 countries
- Liaised with various stakeholders to implement and utilize the organizational learning solution/platform
- Identified and analyzed the learning & development needs of staff, and recommending suitable capacity development resources to address those needs
- Analyzed staff Performance Management Plan 360 feedback/survey by preparing visually-appealing, high-level analytical reports for the senior management
- Contributed to the strategic management process by consolidating and analyzing complete team planning data from different units in HQ and 6 country offices

Universiti Sains Malaysia (USM) - Penang, Malaysia

Jul 2009 - Jul 2012

Tutor & Course assistant Lecturer; Doctorate Fellow

Key Achievements:

- Conducted a doctorate Qualitative research (Focus Group and Interviews)
- Defended the doctorate dissertation and obtained PhD
- Obtained a 3-year Doctoral Fellowship
- Conducted both quantitative and qualitative research, organized workshops and training programs, and published numerous articles in top journals
- Tutored and co-taught various management courses

IOMC, Malaysia

Jan 2008 – Dec 2013

Conference Manager / Project Manager

Key Achievements:

- Acted as the Project/Program Manager to run international annual events/conference for healthcare professionals by performing the whole spectrum of functions from Stakeholder Management to Financial, Time, Scope and Change Management
- Grew the business and the customer base over the years through strategic planning and use of various tools (cost-benefit analysis, voice of customers' surveys, digital marketing, etc.)

Samaneh Stratus Investment Company, Tehran, Iran

Feb 2008 - Dec 2008

Planning & Systems Analysis Senior Expert

Key Achievements:

- Developed an organization-wide Performance Management Framework which led to better internal performance monitoring
- Developed organizational roadmap and laid the foundation for the Project Management Office (PMO) within the organization
- Developing Key Performance Indicators to assess the performance of projects and various departments for the organization
- Prepared regular performance reports for the senior management

Hirbodan Engineering & Construction Company, Tehran, Iran

Dec 2006 - Feb 2008

Planning & Systems Expert

Key Achievements:**Project Planning, Coordination & Management**

- Consolidated construction plan, Project Management Plan, HSE, Quality control for EPC projects
- Developed organizational roadmap and initiated a Project Management Office (PMO) plan
- Identified milestones & cost estimates in Engineering, Procurement and Construction (EPC) phases
- Worked cross-departmental with Business Development, Human Resources, & Finance units

Business Planning & Development

- Prepared tender documents, and project contractual/system procedures
- Communicated with key clients in international EPC projects in the Middle East (e.g. Oman)

Quality & Process Improvement

- Completed a time - sensitive project on a cross-departmental scale by organizing, auditing and managing a team of over 20 resulting in the renewal of the ISO 9001 Quality Management Certification
- Acted as team leader for conducting ISO 9001 internal quality audits (lead auditor)

Education

PhD in Management, School of Management, University Sains Malaysia, Malaysia 2008 - 2013
Specialty: Sustainability, Change Management & Governance

Master's Degree in Urban Affairs Management, University of Tehran, Iran 2006 - 2008

Bachelor's Degree in Industrial Engineering, Isfahan University of Technology, Iran 2002 - 2006

Certificates

Project Management at Gov. of Alberta	2017
Lean Six Sigma (Intro) Certificate	2016
PMD Pro. (Certified Project Management for Development Professionals)	2014
French C1 Advance Proficiency Certificate	2013
Diplôme d'études en langue française (DELFI)	2012
High Trust Leadership Certificate as a Corporate Coach	2009
ISO 9001-2000 Quality Management & Internal Auditing Certificate	2007

Voluntary Experience

United Way Campaign Chair; Public Service Commission, Gov. of Alberta	Jun. 2017 - Present
Scouts Canada; Advisor for Rover Scouts Crew	Apr. 2014 - Present
Enactus Canada, Project Advisor	Jan. 2016 - Present
Junior Achievement of British Columbia; Volunteer Teacher	2014 - 2016
HSBC Water Programme; Citizen Science Leader	Jun. 2015 - Present
Toastmasters; President and VP in Education for HSBC Discovery Green	Oct. 2014 - Oct. 2016
HSBC Discovery Green Social Committee Member	Mar. 2015 - Oct. 2016
HSBC iINNOVATE Competition Participant (Project Manager role)	2015