Rana A. Al-Madhoun

Legal Consultant/ Business Operations Manager

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PROFESSIONAL PROFILE

With 20 years of experience, I am a dynamic and results-driven professional specializing in business operations management and risk and compliance management. My career is marked by a strong track record of optimizing operational processes, enhancing efficiency, and implementing effective risk mitigation strategies. I excel in identifying opportunities for improvement and driving initiatives that align with organizational goals.

My expertise includes strategic planning, process optimization, risk assessment, and compliance management. I possess exceptional analytical and problem-solving skills, enabling me to navigate complex challenges and deliver innovative solutions. As a proactive leader, I am adept at fostering cross-functional collaboration, leading high-performing teams, and cultivating a culture of continuous improvement.

I am passionate about leveraging my extensive experience to contribute to an organization's success by enhancing operational performance and ensuring robust risk management practices. My commitment to excellence and strategic vision positions me as a valuable asset in achieving

sustainable growth and resilience in today's dynamic business environment.

WORK EXPERIENCE (20 YEARS)

Maged Al Futtaim – Carrefour Retail business (2023-current)
Business Development Manager

- **Strategic Planning:** Developing and implementing business strategies to improve operational efficiency and support the company's goals.
- **Process Improvement:** Analyzing current processes and systems to identify areas for improvement and implementing changes to enhance productivity and reduce costs.
- **Resource Management:** Managing resources, including personnel, technology, and finances, to ensure they are used effectively and align with business objectives.
- **Performance Monitoring:** Tracking and analyzing key performance indicators (KPIs) to assess the effectiveness of operations and make data-driven decisions.
- **Cross-functional Collaboration:** Working closely with other departments, such as finance, human resources, and sales, to ensure alignment and support for business operations.
- **Risk Management:** Identifying potential risks to operations and developing strategies to mitigate them.
- **Budgeting and Financial Oversight:** Overseeing budgets and financial planning to ensure operations are cost-effective and within financial constraints.

Risk and Compliance Manager (2021-2022)

- Ensuring the implementation of all essential guidelines in strict accordance with industry rules and regulations.
- Conducting regular internal audits and reviews to ensure consistent adherence to compliance procedures.
- Performing environmental audits in compliance with established environmental standards.
- Ensuring the safety of employees and the organization, with a duty to execute all tasks with the utmost accuracy. This role is ideal for individuals who pay meticulous attention to detail within the organization.

- Ensuring that all employees are fully informed and updated regarding the organization's policies, regulations, and procedures.

- Addressing and resolving employee issues related to legal risk and compliance.
- Advising management on the development and implementation of compliance programs.
- Adhering to training protocols and supervising staff to ensure compliance with rules and regulations.
- Regularly reviewing and updating rules, reports, and procedures to identify and mitigate risks.

Al Multaka Business Center
Administration Manager (*2005 –2020*)

I joined as part of the management team and worked my way up to become the admin manager working directly under the CEO on the below.

- Led the creation of a comprehensive event programming plan that increased annual participation rates by 35%. Supervising personnel and staff recruiting
- Managed a portfolio of community events, resulting in a 50% increase in active engagement from existing members.
- Initiated a partnership program, securing 20+ collaborations with industry thought leaders and businesses.
- Drove a consistent brand message across all events, which enhanced community loyalty and brand recognition.

Abdulrahman Bin Saeed Law office
Legal Consulting (*2007 – 2011*)

- Draft and review business contracts and agreement for different companies
- Work on companies' legal cases
- Provide legal advises

Al Zeer Real Estate Company
Legal Secretary (2004- 2005)

- Communication with potential clients
- Researching relevant cases
- Preparing documents and legal arguments
- Extensive professional training for nine months at the United Credit Bank, Counter head office in Lebanon

PERSONAL INFORMATION

Marital status: Single. **Date and Place of Birth:** 1976 Riyadh, Saudi Arabia
Residency: Riyadh, Saudi Arabia. **Nationality:** Palestinian.
Education:

- Law bachelor degree from Beirut Arab University, Lebanon 2003
- MBA in Business and Management school at National Valley University, USA 2017

LANGUAGES

- Arabic: written and spoken.
- English: written and spoken.

ADDITIONAL QUALIFICATIONS

- English courses at Hammer Smith College, London. (1996)
- Customer service excellence courses with IIR Dubai April 2011
- Management skills for Administrative professional with IIR Dubai March 2011
- Effective Management skills at IIR Dubai March 2011
- MBIT course at Tamayyas, Lebanon November 2012
- Emotional intelligence course at Tamayyaz, Lebanon November 2012.