

KHALED MEDHAT MAHMOUD

Operations Improvement & Workflow Automation

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PROFESSIONAL SUMMARY

Operations improvement and workflow-automation professional with four years at one employer, now Team Leader, Case Validation. Currently leading an 8-performer case validation team while mentoring 8 Arabic-language specialists (16 case handlers) within an 80-person department. Architect of production Google Apps Script automations that govern queue flow, allocation rules, and SLA tracking across the entire 80-performer department.

CORE COMPETENCIES

- Operations improvement and process redesign
- Workflow, business-rule and control design
- SLA, queue and capacity management
- Root-cause analysis and requirements definition
- Operational analytics and management reporting
- Workflow automation and API-based data workflows (Google Apps Script)
- Quality improvement and error prevention
- Continuous improvement (DMAIC as a working method)
- Team leadership, training and enablement

PROFESSIONAL EXPERIENCE

Team Leader, Case Validation

Global Primary Source Verification Provider | Egypt | October 2025 – Present

- Directly lead an 8-performer case validation team while serving as senior mentor providing functional training, escalation guidance, and quality coaching for an additional 8 Arabic-language performers (overseeing 16 case handlers).
- Architected, deployed, and maintain 6 production operational systems in Google Apps Script that govern queue allocation, throughput, and SLA monitoring for the entire 80-performer department across Egypt, Jordan, India, and the Philippines. Specified requirements and directed AI-assisted implementation to build, test, and correct defects against live data, directly supporting shift leads and operations managers.
- Enable the team through training, a grounded knowledge base and a daily rule-level assessment that turns recurring errors into coaching actions; coordinate improvement proposals with managers.

Lead Associate III

Global Primary Source Verification Provider | Egypt | April 2025 – October 2025

- Led operational improvements while still a lead performer, delivering the applicant reminder workflow and beginning the SLA queue rebuild.
- Analysed case-arrival patterns, workload and performer pace, producing the staggered-shift recommendation adopted into the operating model.

Senior Associate II

Global Primary Source Verification Provider | Egypt | June 2024 – April 2025

- Promoted after consistent performance; handled validation and insufficiency casework with growing responsibility for workflow quality and peer support, and began the arrival-pattern and performer-pace analysis that later informed queue design and shift coverage.

Verification Performer, then Quality Reviewer, then Validation & Insufficiency (Associate I)

Global Primary Source Verification Provider | Egypt | February 2022 – June 2024

- Joined in front-line verification, then moved through quality review into validation and insufficiency operations, learning the client rules later codified into a 100+ rule reference and question bank. (Earlier transition dates are approximate.)

SELECTED OPERATIONAL IMPROVEMENT PROJECTS

SLA Operations Automation — 2025–2026

- A client cut its per-case deadline from 24 hours to 3 hours while volume rose about 15-fold; the department average stayed at 6–8 hours for two months.

- Designed a 30-minute self-refreshing queue with oldest-first ordering, rule-based allocation with caps and eligibility, aging alerts and demand-matched shifts; department-average turnaround reached 1.5–2 hours against the 3-hour target and held for 12 months (owner-reported, not audited).

Applicant Reminder Automation — 2025–2026

- A client had no automatic follow-up for applicants missing documents, so reminders were assembled by hand from three separate exports.
- Joined the three feeds on the case barcode and released reminders as one reviewed batch, keeping eligibility with a person; 250–300 reminders per run in about five minutes (observed), replacing an estimated full employee-day per cycle, with delivery rates not measured.

Insufficiency Workflow Control — 2026

- Four insufficiency queues, each on a different client deadline, were tracked in a workbook compiled by hand twice a day.
- Defined the queue model, corrected the first-level SLA clock to its true origin, and added a 30-minute 24/7 refresh, a 40-minute reconciliation rule and reminders one hour ahead; the cadence is documented, with no audited SLA-compliance figure claimed.

Live Operations Dashboard — 2026

- Productivity, quality, turnaround and error data were split across sheets and reports, so supervision began with reconciling data.
- Built a three-view, rule-driven application covering approximately 80 performers with seven management rules, drill-down and CSV export; used daily as my own view, with an estimated 70% less assembly time, though not adopted into the managers' routine.

Operational Analytics & Targeted Quality Improvement — 2026

- Consolidated four API-fed sources into one daily reporting routine and replaced field-level error reporting with analysis at the rule level.
- Designed a ~200-question bank and a daily 10-question assessment, analysed approximately 8,000 responses and delivered per-person coaching agendas; the eight hours a day of effort avoided is an owner estimate, and quality movement is shared with two other initiatives.

AI-Assisted Validation Engine — 2026

- More than 100 conditional client rules existed only in scattered documents, and every case was transcribed by hand.
- Codified the rules from 20,000 historical cases and built a knowledge hub, grounded Q&A and an AI assistant that prepares field values for audit; 95 of a random 100 cases carried no field error (point-in-time sample), used by about 20 performers at 25–30 cases a day. No ROI is claimed.

TECHNICAL SKILLS

Technical Agility & Development Model : AI-directed implementation (defining business rules, specifying logic, and testing/maintaining production workflows across platforms). Highly adaptable and stack-agnostic builder.

Automation & Data Pipelines : Google Apps Script, Time-Driven Triggers, API Data Retrieval, Multi-Source Joins, Routing Algorithms, Batch Processing, Reconciliation Protocols.

Platforms & Methodologies : Google Workspace (Sheets, Forms, Sites), Google AI Studio, NotebookLM, DMAIC Methodology, Root-Cause Analysis, Requirements Engineering.

EDUCATION AND CERTIFICATIONS

- Bachelor of Commerce, Accounting — Ain Shams University, 2020.

Google Project Management Professional Certificate — Google, 2026 (completed; certificate held). A six-course Google programme, not the PMI PMP credential. [\[View Verified Certificate\]](#)

- In progress (expected around early 2027): Six Sigma coursework; Six Sigma Green Belt programme (no belt claimed until earned); Google Data Analytics Professional Certificate; Google AI Professional Certificate.

Languages: Arabic (native); English (professional working proficiency, self-assessed).