

Khaled Medhat Mahmoud

Team Leader, Case Validation · Operations improvement & workflow automation

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Operations improvement and workflow-automation practitioner with four years at one employer, progressing from verification performer to team leader. Combines hands-on leadership of an 8-performer core team and mentorship of 8 Arabic specialists (16 performers) with production workflow automations in Google Apps Script that govern and serve an entire ~80-performer department across 4 countries: SLA-critical queue management, rule-based case allocation, applicant reminder workflows, multi-queue SLA visibility, a live operations dashboard, and an AI-assisted validation engine derived from 20,000 historical cases and more than 100 codified client rules. Directs AI as an implementation partner rather than claiming independent programming proficiency.

Selected evidence

6–8 h → 1.5–2 h Department-average turnaround against a 3-hour SLA, sustained 12 months OWNER-REPORTED	Up to 48 Automated queue refreshes a day across four queues DOCUMENTED	95 / 100 Cases in a random sample with no field error using the validation assistant SAMPLE
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Evidence labels: documented means established from the live work; owner-reported means my own operating reports, not independently audited; sample means a manual point-in-time sample; estimate means avoidable effort, not a measured or financial result. No on-time percentage, cost saving or ROI is claimed.

Core capabilities

Operational improvement	Root-cause analysis; SLA clock and capacity design; demand-curve to shift design; queue and eligibility rules; prevention-over-correction; DMAIC used as a working method
Workflow automation	Google Apps Script with time-driven triggers; fixed-cadence API retrieval; multi-source joins; rule engines; state write-back; reconciliation; human-in-the-loop gates
Operational analytics	Consolidating API-fed sources into one routine; KPI and threshold design; management reporting designed for a one-minute read; auto-generated summaries
Quality & knowledge	Rule codification from historical cases; assessment and question-bank governance; rule-level coaching with re-test; single-source-of-truth data governance
Leadership	Direct leadership of 8 performers and mentoring of 8 Arabic specialists (16 performers); building systems that govern the ~80-performer department; requirements definition; operational coordination

Experience

Oct 2025 – present	Team Leader, Case Validation — Global Primary Source Verification Provider. Operational oversight, workflow design and redesign, Apps Script automation, rule codification and knowledge management, performance reporting, quality-coaching support and SLA monitoring. All six portfolio projects built or maintained in this period.
Apr 2025 – Oct 2025	Lead Associate III (confirmed promotion). Led operational improvements while still a lead performer; built the applicant reminder workflow, began the SLA rebuild, analysed the demand curve behind the staggered-shift design.
Jun 2024 – Apr 2025	Senior Associate II (confirmed promotion). Casework with growing responsibility for workflow quality and peer support; first analysis of arrival patterns and performer pace.
2023 – 2024	Quality, then Validation & Insufficiency. Case quality review, then specialist validation and insufficiency casework; absorbed the client rules later codified into the rule book.
Feb 2022 – 2023	Associate I — Verification. Front-line case handling and data entry into the internal case system.

Selected projects

- **SLA Operations Automation** — rebuilt queue, allocation, alerting and shift coverage; department-average turnaround moved from 6–8 hours to 1.5–2 hours against a 3-hour SLA (owner-reported, sustained 12 months).
- **Applicant Reminder Automation** — three-feed join and reviewed batch reminders; 250–300 emails per run in about five minutes (observed), replacing an estimated full employee-day per cycle.
- **Insufficiency Workflow Control** — 30-minute refresh around the clock across four queues with deadline alerts one hour ahead (documented).
- **Live Operations Dashboard** — three-view, seven-rule supervision dashboard covering approximately 80 performers (documented); estimated ~70% less assembly time. Not adopted into the managers' routine.
- **Operational Analytics & Targeted Quality Improvement** — four API-fed sources consolidated into one routine; approximately 8,000 assessment responses analysed; rule-level coaching agenda.
- **AI-Assisted Validation Engine** — 100+ client rules codified from 20,000 historical cases; 95 of a random 100-case sample carried no field error (owner-measured sample). No ROI claimed.

Education & professional development

Completed

- Bachelor of Commerce, Accounting — Ain Shams University, 2020
- [Google Project Management Professional Certificate, 2026](#) (six-course programme; not the PMI PMP)

In progress

- Six Sigma coursework
- Six Sigma Green Belt programme — no belt claimed until earned
- Google Data Analytics Professional Certificate
- Google AI Professional Certificate

Tools & Technical Environment

Enterprise Infrastructure: Systems built within a corporate-mandated Google Workspace environment (Sheets, Apps Script, Forms, Slides, Chat, Sites, NotebookLM, Google AI Studio) connected directly to live

operational database/API endpoints via scheduled triggers.

Technical Agility & Stack Flexibility: While production workflows operated within my employer's mandated ecosystem, my execution capability is stack-agnostic. Using AI-directed development and solid requirements engineering, I can rapidly architect, validate, and maintain automation workflows, data pipelines, and operational tooling across modern platforms and languages as business needs require.

Public-safe professional profile · Khaled Medhat Mahmoud · October 2026. Full case studies are available in the portfolio website.