

Tareq Sheikhali

Business Operations & Project Management

tareqsheikhali@gmail.com | linkedin.com/in/tareqsheikhali | tareqsheikhali.com

PROFILE

Business operations and project management professional with 8+ years of experience across SaaS, fintech, and technology sectors. Proven ability to build scalable processes, align cross-functional teams, and deliver complex projects on time and within budget. PMP and PMI-ACP certified. Experienced in both MENA and European markets.

CORE SKILLS

Cross-Functional Operations · Business Process Design · Agile & Waterfall Delivery · Stakeholder Management · KPI & Executive Reporting · Budget & Resource Planning · Regulatory Compliance · SaaS & Fintech Operations · Automation & Systems Optimization

PROFESSIONAL EXPERIENCE

Business Operations Manager <i>Labiba for Artificial Intelligence</i> Amman, Jordan	Jan 2026 – Present
- Lead end-to-end operations across sales, delivery, product, and customer success in an AI-driven SaaS environment - Design operational workflows and governance frameworks to support scalable growth - Build KPI dashboards and executive reporting structures enabling data-driven decision-making - Optimize sales-to-delivery handovers, onboarding, and customer lifecycle processes - Drive automation initiatives reducing manual overhead and improving operational throughput	
Project Manager – Payment Solutions <i>epay, a Euronet Worldwide Company</i> Munich, Germany	Oct 2023 – Mar 2025
- Planned and delivered payment service implementations including timelines, budgets, and go-to-market rollouts across European markets - Led cross-functional teams of fulfillment partners and development squads to ensure seamless execution - Managed regulatory compliance, fraud prevention, and financial risk mitigation for payment products - Coordinated pilot programs and phased rollouts for new money transfer and payment services	
Senior Project Manager <i>Imagine Technologies</i> Amman, Jordan	Nov 2020 – Apr 2023
- Directed a team of 3 project managers, overseeing 4 concurrent mid-size projects per quarter - Streamlined pricing, documentation, and technical performance processes for improved delivery - Built strategic client relationships, driving repeat business and long-term partnerships - Introduced standardized governance and reporting across the project management office	
Project Manager <i>Imagine Technologies</i> Amman, Jordan	Oct 2017 – Oct 2020
- Delivered 10+ large-scale IT projects across diverse industries in the MENA region - Implemented standardized processes, methods, and tools to improve efficiency and reduce risk - Managed budgets, forecasting, and expenditure control across all assigned projects	

EDUCATION

B.Sc. Management Sciences <i>German Jordanian University</i> Amman, Jordan	2017
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CERTIFICATIONS

PMP – Project Management Professional	PMI, 2023
PMI-ACP – Agile Certified Practitioner	PMI, 2023

LANGUAGES

English: Fluent · German: Professional Working (B1/B2+) · Arabic: Native

TOOLS & PLATFORMS

Jira / Confluence / MS Project · Salesforce / CRM Systems · Power BI / KPI Dashboards · Google Workspace / MS 365 · Slack / Teams Collaboration