



Mayar Abounnaiem

Site Lead Global Partner Operations

Accomplished executive with a broad background in leadership, strategic planning, and operational excellence across multiple sectors. Expertise in driving organizational success through high-level support, financial oversight, and stakeholder management. Proven ability to lead complex projects, influence decision-making at the highest levels, and ensure alignment with strategic goals. Recognized for strong analytical skills, crisis management, and fostering collaborative environments that deliver results.

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 [LINKEDIN PROFILE](#)

PROFESSIONAL EXPERIENCE

Site Lead, Global Partners Operations

DocuSign, Inc. – Egypt

May 2024 – Present

- Leading 5 cross-functional teams including Partner Onboarding, Ecosystem, Operations, Strategy & Support.
- Overseeing daily operations of the site, developed and implemented performance management systems to ensuring smooth workflow and efficient processes.
- Negotiating contracts and service level agreements (SLAs) with partners.
- Implementing partner performance evaluation processes, leading to enhanced collaboration and results.
- Developing and executing site-level strategies aligned with the global operations roadmap.
- Collaborating with senior leadership to identify and implement strategic initiatives across the region.
- Playing a key role in global expansion initiatives, contributing to market entry strategies and operational setup in new regions (Brazil – Partner Onboarding) (Philippines – Partner Support).
- Generating and presenting regular performance reports, QBRs to executive leadership, highlighting key metrics and recommendations for improvement.
- Identifying and mitigating operational risks, resulting in new partnership and a more cohesive compliance process.
- Acting as the primary point of contact for communication between the site and global headquarters.
- Engaging with key stakeholders, including customers, partners, and executives, to align on strategic goals and address issues.
- Fostering a culture of continuous improvement by leading Lean/Six Sigma initiatives and successfully implementing them.
- Familiar with global operations management frameworks and methodologies.

Acting as Sr. Customer Operations Manager

DocuSign, Inc. – Egypt

July 2023 – May 2024

- Managed recruitment, training, and development of team members.
- Directed end-to-end customer operations, ensuring seamless service delivery across EMEA Region.
- Ensured consistent delivery of high-quality services, meeting or exceeding established SLAs and KPIs.
- Identified opportunities for automation, enhancing productivity and service consistency.
- Managed relationships with key clients, led process improvement initiatives & implemented quality assurance processes.
- Played a key role in shaping the company's EMEA expansion strategy by advising on onboarding implications for new markets.
- Supported global initiatives by providing EMEA-specific insights, ensuring that global onboarding processes were adapted to local requirements.
- Engaged in strategic planning sessions with senior leadership, contributing to the overall growth strategy through insights gained from the onboarding process.
- Supported the transition to new operational models, driving change management efforts.
- Contributed to the strategic planning process, providing insights and recommendations based on customer operations data.
- Successfully transitioned into the senior role during a critical period, maintaining operational continuity & demonstrated adaptability and resilience in managing operations under challenging circumstances.
- Collaborated with product and marketing teams to align operations with customer needs and expectations.

Senior Onboarding Consultant – EMEA

Nov 2022 – July 2023

DocuSign, Inc. – Egypt

- Architected and implemented advanced onboarding processes that reduced the average time-to-go-live by 48% across the EMEA region.
- Acted as a trusted advisor to C-level executives and senior stakeholders during the onboarding process, fostering long-term strategic partnerships.
- Provided strategic insights into the EMEA market, advising clients on regional regulations, compliance, and best practices for successful onboarding.
- Led the creation of region-specific onboarding programs that addressed local market conditions and regulatory requirements.
- Ensured onboarding processes were compliant with diverse regulatory environments across EMEA, minimizing risk and ensuring adherence to industry standards.
- Mentored and developed a team of onboarding consultants and specialists, elevating overall team performance and client satisfaction scores.
- Led training programs and workshops for internal teams, sharing expertise in advanced onboarding techniques and regional market knowledge.
- Provided leadership in the absence of senior management, ensuring the continuity of high service standards and successful project outcomes.
- Analysed onboarding data to identify trends and areas for improvement, presenting findings and strategic recommendations to executive leadership.

Onboarding Consultant – French Market

Aug 2021 – Nov 2022

DocuSign, Inc. – Egypt

- Managed the end-to-end onboarding process for new clients across the EMEA region, ensuring a seamless onboarding.
- Developed and executed tailored onboarding plans, aligning with client goals and timelines.
- Identified and implemented process improvements to streamline the onboarding experience, reducing time-to-go-live by 45 days.
- Conducted regular check-ins and status updates with clients, ensuring their needs were met and expectations managed.
- Collaborated with account managers and customer success teams to ensure a smooth handoff post-onboarding, contributing to high client retention rates.

Assistant Country Manager

June 2021 – Aug 2021

Xylem, Inc. – Egypt

- Represented the Country Manager in high-stakes negotiations with government officials, industry regulators, and major clients, securing favourable outcomes.
- Cultivated and maintained strategic relationships with key industry players, enhancing the company's influence and reputation in the market.
- Partnered closely with the Country Manager to develop and execute the country's strategic vision, aligning with global corporate goals.
- Played a pivotal role in formulating long-term business strategies, including market entry, expansion, and competitive positioning.
- Identified and evaluated strategic partnerships, mergers, and acquisitions, contributing to the country's growth trajectory.
- Developed and executed strategies to expand the company's presence in emerging markets, securing key client accounts and enhancing market share.
- Provided strategic financial insights to the Country Manager and global leadership, influencing investment decisions and capital allocation.
- Worked with legal and compliance teams to navigate complex regulatory environments, mitigating risks and safeguarding the company's interests.
- Directed the implementation of corporate governance initiatives, ensuring the country's operations met global ethical and legal standards.

CERTIFICATES & INTERNSHIPS

2020: Lean Six Sigma Yellow Belt

2017: Al AHRAM Hebdo Newspaper.

2016: Le Progrès Egyptien Newspaper.

2015: National Centre for Translation.

2014: Rose al Yusuf Newspaper.

LANGUAGES

English: Native Proficiency.

French: Bilingual Proficiency.

Arabic: Native Proficiency.

Italian: Elementary Proficiency.

Officer In Charge – Banking Operations

HSBC Holdings, plc. – Egypt

Dec 2019– June 2021

- Spearheaded initiatives to streamline banking operations through process reengineering and technology integration, resulting in significant cost reductions and enhanced service delivery.
- Worked with regulatory bodies and internal audit teams to ensure all banking operations adhered to the highest standards of compliance and governance.
- Managed the bank's response to regulatory changes, ensuring seamless adaptation and continued compliance across all operational functions.
- Led cross-functional teams in the execution of high-impact projects, ensuring alignment with the bank's strategic priorities and delivering measurable results.
- Developed and implemented comprehensive business continuity plans, ensuring operational resilience and readiness for unexpected challenges (COVID-19).
- Facilitated the integration of regional operational initiatives, contributing to the bank's expansion and consolidation in key markets.

CSE – Legal Enforcement

HSBC Holdings, plc. – Egypt

Jan 2019 – Dec 2019

- Managed the implementation of new regulatory requirements into the company's enforcement processes, ensuring timely compliance and minimal disruption to operations.
- Led the response to high-profile legal cases, coordinating with legal teams and senior management to manage risks and resolve issues swiftly.
- Led initiatives to improve communication with customers involved in legal proceedings, enhancing transparency and trust in the process.
- Led efforts to uphold the highest standards of corporate governance within the legal enforcement division, ensuring all actions were ethically sound and aligned with company values.

Senior Financial Analyst – CAC 40

WorldVest Base Inc – Egypt

Nov 2017 – Jan 2019

- Contributed to strategic planning by delivering in-depth analyses on market opportunities, risks, and financial performance of CAC 40 companies, influencing executive decisions.
- Served as the go-to expert on the French market, providing in-depth analysis of economic indicators, market conditions, and regulatory changes impacting CAC 40 companies.
- Fostered strong relationships with internal and external stakeholders, ensuring alignment and support for strategic financial initiatives.
- Provided leadership and mentorship to junior analysts, fostering a culture of excellence, continuous learning, and high performance.

Executive Assistant to the Minister of Social Solidarity

Egyptian Ministry of Social Solidarity – Egypt

June 2017 – Nov 2017

- Organized and coordinated official meetings, conferences, and events involving the Minister, ensuring all logistical details were managed effectively.
- Coordinated with the media and public relations teams to manage the Minister's public appearances, interviews, and official statements.
- Coordinated all aspects of the Minister's domestic and international travel.
- Assisted in the planning and execution of special projects and initiatives led by the Minister, ensuring deadlines were met and objectives achieved.
- Acted as a first point of contact during crises or urgent situations, coordinating immediate responses and ensuring the Minister was promptly informed.

EDUCATION

2019: Al-Alsun Faculty, Ain Shams University

Master's Degree in French Interpretation and Literature.

2017: Al-Alsun Faculty, Ain Shams University

Bachelor's Degree in French Interpretation and Literature.