

MOHAMED MADIH ELSAYED

Co-Founder & Managing Director

SUMMARY

I am a dynamic leader with over 30 years of experience in the oil and gas sector, with Exxon Mobil. My focus has been on enhancing operational efficiency in lubes operations, logistics, and supply chain management. I excel in driving process improvements and fostering collaboration to achieve near-perfect KPIs. I am passionate about customer satisfaction and developing talent within the workforce.

WORK HISTORY

Co-Founder & Managing Director, 01/2026 to Current **Consultancy Forum Ltd - Sheikh Zayed, Giza**

- Operations and development consultancy
- Established and supported execution of standard operating procedures for more than 15 different processes and tailored detailed job descriptions for more than 25 job family
- Founded & implemented 14- governance committees charters that would help management to support their businesses
- Conducted several interpersonal training skills to managers/supervisors for different clients, that reached 14 different courses focused on interpersonal skills
- Transformed internal structure to meet changing operational demands to the client via suggested organizational changes targeting more controls and applied the required segregation of duties
- Created and coordinated responsibilities between sites and departments via detailed discussion for current roles & responsibilities and new roles

Regional Customer Services Manager, 10/2021 to 12/2025

HCLTECH for ExxonMobil - Cairo

- Directed services for Exxon Mobil focusing on customer service and operational efficiency
- Supervised order to cash project transition between Exxon Mobil and HCLTEC ensured that the detailed change management action items were well-defined and executed on time
- Successfully oversaw the transition period and all service-level agreements (SLAs) were improved to 99%
- Managed order to cash activities for Egypt, Cyprus & Russia in terms of order fulfillment for both fuels & lubes, exceeding 95% for all SLAs, KPIs & reporting requirements

Africa Customer Services Manager, 01/2017 to 09/2021

ExxonMobil - Cairo

- Leading oil and gas company focusing on fuels and lubricants services

CONTACT

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STRENGTHS

- Leadership
- Strong leadership abilities and a focus on customer service and operational performance
- Supply Chain Management
- Expertise in managing complex supply chains and enhancing operational processes
- Change Management
- Proficient in change management and controls framework implementation
- Results & people oriented with high focus on performance monitoring
- Focusing on results in terms of preset KPIs and how consistent reliable performance monitoring for staff affecting positively such results
- Drive functional excellence processes and create commitment to organization purposes
- Challenging the way of doing business and how organization is managed by seeking for high standards and creating alignment with different levels within the organization
- Managing 3rd Parties and outsourced activities

- Managed and led OTC activities through global & zonal model for Egypt, Cyprus & Nigeria for both Fuels & Lubes, achieving high customer satisfaction
- Created efficient systems for call center resulting in 98% accessibility for agents and an average answering rate of 10–15 seconds
- Developed organization changes for global order to cash requirements, implementing robotics automation processes that amplified efficiency by 12-15%

- Created efficiency within operations and order to cash by managed business relationship with 3rd parties and outsourced companies

System Skills

- JDE ,SAP, MS Office &SSHE systems
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Lube Oil Blending Plant Manager, 09/2015 to 12/2016

ExxonMobil Egypt - 10th of Ramadan City

- Blending plant specializing in lubricants manufacturing
- Directed all aspects related to the blending plant that represents more than 70% of Exxon Mobil sales & shipped volume
- Heightened the plant productivity by 30% via implementing consecutive shift basis solution to reduce startup times
- Supported & enhanced SSHE aspects with a high focus on loss prevention, achieving zero incidents in the workplace

Supply & Distribution Manager for Lubes Operations & JV Chairman,

09/2012 to 08/2015

ExxonMobil Middle East - Dubai

- Oversaw supply chain functions in the Middle Eastern region
- Managed supply and distribution activities for Exxon Mobil in the Middle East, achieving a fulfillment rate of 99%
- Led change management processes for the introduction of different 3rd party facilities for bulk & pack-lubes in UAE
- Served as JV Chairman for blending plant, maintaining Exxon Mobil SSHE culture and ensuring effective strategic planning

Distribution & Warehousing Cluster Manager, 12/1995 to 08/2012

ExxonMobil MAME - Cairo

- Oversaw distribution operations within the Middle East and African regions
 - Directed distribution operations for lubricants in Egypt, Nigeria, Tunisia, Morocco, UAE & Saudi Arabia, achieving over 98% fulfillment rate
 - Established incident-free operations at zero % by supporting {10} haulers in safe road transportation implementation
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EDUCATION

Bachelor of Science, Mechanical & Industrial Engineering, 06/1992

Alexandria University - Alexandria, Egypt

KEY ACHIEVEMENTS

- Operational Excellence
- Successfully improved service-level agreements to 99% and increased operational efficiency by implementing innovative automation processes
- People Development

- Developed staff to their full potential by conducting formal / informal coaching sessions and set the required training curriculums in terms of interpersonal skills to manage their jobs and prepare next level for supervisors and managers
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LANGUAGES

Arabic Native

English Native
