

ALI ARBES

Data Management & Digital transformation Specialist

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PROFESSIONAL SUMMARY

Data Management and Digital Transformation Specialist with 6+ years of experience delivering data governance, analytics, and digital systems across government, education, and international development projects. Experienced in establishing Data Management Offices (DMOs), implementing national data governance frameworks, and supporting compliance with key indices such as NDI and Digital Transformation Measurement (Qiyas). Proven track record in leading digital transformation initiatives in educational institutions, deploying school management systems, and building data-driven solutions using SPSS, R, and Power BI to support strategic decision-making and institutional performance.

CORE SKILLS

- **Data Analysis Tools:** SPSS (Alison Certified), JASP, eViews, RStudio, Excel Advanced Analytics
- **Business Intelligence:** Power BI (Alison Certified), DevExpress, Excel Analytics
- **Education Management Systems:** MEHE (Lebanon MoE), eSchool ERP Systems, DARS, Asc Timetable
- **Data Collection Tools:** Qualtrics, KoboToolbox, Populus, Google Forms
- **Programming & Databases:** Python, R, SQL Server, MySQL, Oracle, .NET (C#/VB), PHP, Java
- **Data Governance:** Oval Edge (Data management tool), Data Cataloging, Classification, Personal Data Protection
- **Productivity & Other:** Microsoft Office Suite, Google Workspace for Education, Trello, ClickUp, Canva, WordPress
- **Personal Skills:** Problem-Solving, Attention to Detail, Team Collaboration, Communication, Time Management, Adaptability
- **Languages:** Arabic (Native) English (Professional) French (Intermediate)

PROFESSIONAL EXPERIENCE

Data Management Consultant | **Kayanatec - Saudi Arabia** (Remote)

June 2024 – Present

- Contributed to the establishment and operation of the Data Management Office (DMO) at the Saudi Ministry of Media, resulting in an improvement in the National Data Index (NDI) maturity level from “No Capability” to “Defined”, while increasing the compliance score to 35%.
- Participated in preparing and managing the government data compliance documentation for the Digital Transformation Measurement Index (Qiyas) at the Saudi Ministry of Media, resulting in over 80% compliance with national digital transformation and data governance requirements.
- Played a key role in establishing and operating the Data Management Office (DMO) under the Saudi Shared Services Program (SSP), delivering policies, procedures, strategies, and operational plans across the 14 Data Management Knowledge Areas, and completing more than 80% of the requirements for the office’s establishment and operational readiness.
- Supported data management and governance initiatives at the Royal Commission for Riyadh City (RCRC) by preparing and structuring documentation across key data management domains such as Data Modeling, Data Integration and Sharing, and Data Storage, aligned with the five levels of the Data Maturity Model. Additionally supported Digital Transformation Measurement Index (Qiyas) compliance by preparing the required documentation and evidence across several evaluation domains.

Educational Technology Consultant | **College Akkar** (Akkar Governorate, Lebanon)

January 2022 – February 2024

- Migrated all school data from the DARS system to the eSchool platform within three months, and successfully operationalized 80% of the system’s core modules, enabling the school to manage academic, administrative, and reporting processes digitally.
- Supervised the maintenance of technological equipment, network and printing infrastructure, and developed policies and procedures for their management and servicing, achieving 80% implementation of the established operational framework.

- Developed policies, procedures, and operational plans to manage key school processes, including parent–teacher meetings, student evaluations, and print management, improving overall organizational efficiency by 30%.
- Prepared and managed official documentation and reporting files required by the Lebanese Ministry of Education, including submissions related to MEHE and CRDP compliance and administrative requirements.

Chief Technology Officer | **College National-Minieh** (El Minieh, North Lebanon)

September 2019 – December 2021

- Led the digitization of all school records and data, migrating them to the eSchool platform within 2 years, and successfully operationalizing 70% of the system’s core modules, including finance, student evaluation, and enrollment management.
- Developed digital classroom services by establishing an integrated communication network connecting all classrooms with the school administration, enabling effective management and delivery of educational content and resources, and successfully implementing the system across 100% of classes and academic levels.
- Trained teachers on digital tools including Google GSuite for Education; onboarded administrative staff on data entry workflows, student file management, and official MEHE reporting procedures.
- Designed and implemented a document and print management system for teachers and administrative staff, integrating standardized templates and school-specific settings for assessments and official documents, reducing paper waste by 40%.

Owner | **MaestroServ for digital transformation services** (Lebanon)

May 2018 – Present

- Operate an independent data analysis consultancy, delivering 250+ projects using SPSS, RStudio, and eViews, applying statistical analysis and machine learning to generate insights that improved business performance by 12% and forecasting accuracy in health projects by 20%.
- Supervised automation and digitalization projects for private companies and organizations, focusing on the design and engineering of data management applications, and contributed to the development of more than 10 administrative systems and digital solutions.
- Provided business development consultancy through the preparation of economic feasibility studies, cost analyses, and the development of operational procedures, policies, and administrative plans for municipalities, associations, and startups, contributing to the delivery of over 20 studies and strategic plans.

Programme Officer (Data Analysis Consultant) | **ITU — International Telecommunication Union, Geneva** (Remote)

November 2022 – January 2023

- Designed and built the ITU World Telecommunication/ICT Regulatory Survey 2024 using Qualtrics.
- Conducted testing and troubleshooting to ensure functionality and accuracy for global online deployment.
- Researched and compiled regional/global regulatory and market trends in digital regulation.

Data Analysis Consultant | **Rahma Hospital Organization (Oxfam-funded Project)** (Lebanon)

May – September 2023

- Led quantitative and qualitative research on employment challenges faced by Syrians with disabilities in Lebanon.
- Processed over 2,000 data points using SPSS, producing policy-oriented reports.

Community Profiling & Data Analysis Specialist | **JIPS — Internal Displacement Profiling Services** (Khartoum, Sudan)

May 2021 – March 2022

- Collaborated with Save the Children, Alight, NPO, and UNHCR to design a community outreach and profiling strategy.
- Conducted data cleaning, area-level analysis from KIIs and FGDs, and compiled joint reports to inform action plans by locality.

EDUCATION

- **Master's Degree in Business Computer Science** | **Lebanese University — Faculty of Business, Tripoli** 2017 – 2019
- **Bachelor's Degree in Business Computer Science** | **Lebanese University — Faculty of Business, Tripoli** 2014 – 2017

CERTIFICATIONS

- **Diploma in Data Analysis Using SPSS** — Alison (Online Professional Certification) – Nov 2025
- **Master Microsoft Power BI** — Alison (Online Professional Certification) – April 2023