



Saed Samer Fuad Malhas

**CERTIFIED ARBITRATOR
PMA CHAMPER**



**CONSTRUCTION AND BUILDING SECTOR
REAL ESTATE DISPUTES**

Date & Place of birth : December 8th, 1971. Nablus
Nationality : Palestinian
Marital Status : Married

Education



**M.S.c, Electromechanical Engineering
Specialty: Information System in
Robotics.**

1990 - 1996

**State Marine Technical University of
Saint Petersburg, Russian Federation**



contacts

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Al Karmel Street Nablus, West-
Bank - Palestine

GENERAL EXPERIENCE:

With over 30 years of experience across telecommunications, entrepreneurship, and real estate sectors, I have developed strong expertise in:

- Telecommunications: Customer service, loyalty & retention, administrative support, service quality, business operations, sales, marketing, marketing communications, and product management.
- Freelance Business (Promotional Gifts & Thermal Printing): Introduced creative ideas that elevated quality standards and innovation in the local market.
- Construction Supervision: Acquired hands-on skills in site supervision, project execution, and quality control.



Detailed Experience:

April 2016 – Present

Site Engineer / Construction Supervisor, Real Estate

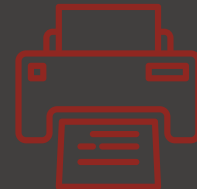
Main duties:

- Conducted on-site supervision for the construction of a comprehensive residential building project, ensuring compliance with technical specifications and quality standards.
- Coordinated continuously with contractors, technicians, and suppliers to ensure project execution adhered to the scheduled timeline and allocated budget.
- Monitored construction and structural work, guaranteeing adherence to safety and building regulations.
- Oversaw all interior finishing works related to the project.
- Resolved emergent technical issues and made appropriate decisions to maintain workflow efficiency.
- Managed all administrative and regulatory matters, including obtaining official permits and approvals from relevant authorities to ensure the project's final operational readiness.

January 2011 – March 2016

Freelance Work – Thermal Printing & Promotional Gifts

- One of the pioneers in thermal printing and distinctive promotional gifts in Palestine, where my creative ideas contributed to the development and enhancement of innovation in the local promotional gifts market.
- Designed and implemented unconventional, innovative solutions for promotional gifts, prompting competitors to elevate their work quality and creativity.
- Developed new concepts for thermal printing and advertising, focusing on intricate details and improving customer experience, achieving notable service distinction through unconventional products that enhanced customer loyalty.



Nov. 2008 – Dec.2010

Senior Product Manager Voice & IN - Marketing Directorate.(Acting Marketing Director)

Palestine Telecommunications Co. P.L.C (PALTEL),(Headquarter) Nablus,

Responsible for Voice product management & planning throughout the product lifecycle

Main duties:

Product planning throughout the product lifecycle including:

- Gathering & prioritizing Voice product requirements.
- Gathering & prioritizing the customer needs and requirements.
- Defining the product vision, Strategy, roadmap.
- Work closely with all departments in the company (Development, Technical, Sales, Marketing - MarCom, Market Research, Customer care, HR, etc) to ensure revenue customer satisfaction goals are met.
- To insure that the products support overall strategy & goals for the company.
- Act as a leader within the company.
- Having a good understanding of the competition in the market.
- Helping in setting the price modules & business cases.
- Helping in setting the sales targets & budget.
- Prepare proposals for new product features, to be integrated into propositions.
- Drive the MarCom team to implement marketing campaigns for Voice services.
- Ensuring all Voice services features are fully understood and supported by related directorates (Sales, Customer Care, Technical, Finance,...etc) in the business.
- Working with Technical team to input requirements for Voice products to ensure their timely delivery, to meet in market and new propositions.
- Ensure demand forecasts for proposal voice products and services are provided on a regular basis and are acted upon in coordination with Market research department.
- Analyzing all new voice products opportunities against targets markets, assessing market opportunity and, in conjunction with the others, building the business case for new product ranges and features.
- Provide the link between technical and commercial on all issues relating to new services roll out and network capabilities/ needs.
- Support the technical team in implementation of services and products.
- Be the matter expert on Voice services.
- Driving Sales through sales team; support presales and provide solutions to customers.



Dec. 2005 – Oct.2006 & Mar.2007 - Oct.2008

**Business Development Manager-Fixed Lines - Marketing Directorate.
Palestine Telecommunications Co. P.L.C (PALTEL),(Headquarter)
Nablus,
Main duties:**



- Develop business / marketing ideas / plans/ campaigns/offers for new/existing products and services.
- Coordinates with internal and external clients and support functions in order to ensure introduction and promotion of new/extended services, partnerships, marketing tools are carried out systematically, professionally and with the support and cooperation of all concerned.
- To be innovative in terms of Fixed Lines solutions and VAS.
- To have a full awareness of fixed lines services & Value added services.
- Taking the initiative from the idea generation till the commercial launch.

Apr. 2005 – Dec.2005

**Chief Commercial Officer (CCO) Executive Assistant
Palestine Telecommunications Co. P.L.C (PALTEL),(Headquarter)
Nablus,**



Main duties:

Helping the CCO in achieving the following:

- Planning and developing sales and marketing strategies to achieve goals and increase profit.
- Setting up strategies & operational Plans to develop the following directories :
 - Retail Sales & Customer Care,
 - Corporate Sales
 - Marketing.
- Setting up plans & goals for annual Sales & Marketing.
- Setting up commercial structure & writing up the job descriptions for every directorate.

Nov. 2006- Feb.2007

Old Debt Collections- Department Manager

**Palestine Telecommunications Co. P.L.C (PALTEL),(Headquarter)
Nablus,**



Main duties:

Developing Strategies, policies, work procedures and job descriptions for the Old Debt Collection Department.

Oct. 1997- Mar.2005

Quality Assurance Manager

**Palestine Telecommunications Co. P.L.C (PALTEL),(Headquarter)
Nablus,**



Main duties:

- Searching & analyzing the quality of service introduced by the company in these duties: providing service, quality standards, performance control, reviewing the applied steps, writing re-commendations to the improvement process.
- Helping in setting-up quality service objectives & controlling the level of achievement.
- Evaluating employee's performance regarding quality of service introduced, and recommending for improving the applied steps in working flow and the necessary training for employees.
- Evaluating the performance of call center employees. Regarding the quality of service introduced and recommending in improving performance.
- Working on studying and analyzing the level of customer satisfaction and supplying the required reports.
- Participating in preparing managerial budget.
- Following-up in applying the working methods that co-insides the ISO system.
- Participating in preparing strategic operational plan of management department.
- Following-up in updating the newest local & international numbering plans.
- Participating in preparing an informational marketing plan concerned with tariff of calls and added telephone services.
- Participating in preparing periodical questionnaires, concerned customer satisfaction, and analyzing results.

July 1996- Oct. 1997

**Engineering Training Program. Nablus Municipality – Electrical
Department.**

The Palestinian Energy & Environment Research Center – Nablus.

Languages:

Arabic (mother tongue), English (good), Russian (very good).

Training Courses

- Preparing and qualifying arbitrators - Skills for managing and ruling on the arbitration process. Palestine 2025
- Develop leader in you. Palestine 2010
- Presentation Skills. Palestine 2010
- Product Management. UAE-Dubai 2009
- Costs & Pricing Strategy . Palestine 2007
- Building the team. Palestine 2006
- Everybody Wins in Negotiations. Jordan 2006
- Strategic Planning. Palestine 2006
- Retail & corporate Sales. Egypt-Cairo 2003
- Techniques for Measuring Customer Satisfaction. Palestine
- Internal Quality Auditor (IQA). Palestine
- Demand Forecast. Palestine
- Customer Care Issues. Palestine
- Oracle & Developer 2000. Palestine
- Internal Quality System Auditing. Palestine
- Microsoft Project, Microsoft Access, Microsoft Excel, Microsoft Word, Microsoft PowerPoint Microsoft Outlook, Windows. Palestine



سائد سامر فؤاد ملחס

محكم معتمد
في دار الوساطة والتحكيم الفلسطينية



قطاع الانشاءات والبناء
"النزاعات العقارية"

مكان وتاريخ الولادة : نابلس 1971/12/8
الجنسية : فلسطيني
الحالة الاجتماعية: متزوج

المؤهلات العلمية

ماجستير في الهندسة الكهروميكانيكية
التخصص: نظام معلومات في الروبوتات

جامعة سانت بطرسبرغ التقنية البحرية
الحكومية, روسيا الاتحادية 1990 - 1996



للتواصل

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شارع الكرمل - نابلس
الضفة الغربية - فلسطين

الخبره العامة:

بخبرة تزيد عن 30 عام في قطاع الاتصالات
والاعمال الحره والقطاع العقاري, فاني
قد اكتسبت وطورت مهارات قوية في:

- قطاع الاتصالات: خدمة العملاء,
والولاء, والاحتفاظ بالعملاء, وعمليات
الدعم الإداري, وجودة الخدمة,
وعمليات الأعمال, والمبيعات,
والتسويق, والاتصالات التسويقية,
وإدارة المنتجات.

- قطاع الاعمال الحره : بمجال الهدايا
الدعائية والطباعة الحراريه .

- قطاع الاشراف الانشائي والبناء :
الاشراف والتنفيذ ومراقبة الجودة.



الخبره التفصيلية:

مهندس اشراف /موقع منذ أبريل 2016, مجال التطوير العقاري.

أعمال حره (1/2011 - 3/2016) , في مجال الطباعة الحرارية والهدايا الترويجية.

مدير أول منتجات الخط الثابت والخدمات الذكية (11/2008-11/2010) نائب مدير ادارة التسويق, شركة الاتصالات الفلسطينية.

مدير تطوير أعمال الخطوط الثابتة (12/2005-10/2006 , 3/2007-10/2008), شركة الاتصالات الفلسطينية.

مدير دائرة تحصيلات الديون القديمة (11/2006-2/2007), شركة الاتصالات الفلسطينية.

مساعد تنفيذي لرئيس الادارة التجارية (5/2005-11/2005), شركة الاتصالات الفلسطينية.

مدير ضمان الجودة (10/1997-3/2005), شركة الاتصالات الفلسطينية.

اللغات:

إجادة اللغة العربية (اللغة الأم), اللغة الإنجليزية (جيد), اللغة الروسية (جيد جدا)

الدورات التدريبية:

- اعداد وتأهيل المحكمين- ادارة العملية التحكيمية والحكم فيها, فلسطين 2025
- مهارات العرض, فلسطين 2010
- إدارة المنتجات, الإمارات العربية المتحدة - دبي 2009
- استراتيجية التكاليف والتسعير, فلسطين 2007
- مهارات بناء الفريق, فلسطين 2006
- الجميع رابع في المفاوضات, الأردن 2006
- التخطيط الاستراتيجي, فلسطين 2006
- مبيعات التجزئة والشركات, مصر - القاهرة 2003
- تقنيات قياس رضا الزبائن, فلسطين
- مدقق داخلي للجودة (IQA), فلسطين
- توقعات الطلب, فلسطين
- قضايا خدمة الزبائن, فلسطين
- أوراق ومطور 2000, فلسطين
- تدقيق نظام الجودة الداخلي, فلسطين