

Nas Said

London, UK | [LinkedIn](#) | **Mobile:** +44 7479 405 044

Email: nas.said01@gmail.com

Business Strategy and Operations | Executive Partnerships | Global Operations

Executive Profile

Strategy and operations leader with 17+ years of experience partnering with executive teams to translate strategic priorities into measurable business outcomes across Amazon and Barclays. Experienced in strategic planning, business operations, executive decision support, KPI and performance frameworks, operating model design, technology adoption and cross-functional transformation across complex international organisations.

Currently lead strategic programmes across Amazon's European transportation network, partnering with VP and Director stakeholders across six countries to align priorities, establish performance metrics, improve operating effectiveness and turn data-led insights into action. Track record spanning £135M+ of transformation, £2.3M annual operational optimisation, major technology launches and complex customer and operational programmes.

Core Leadership Expertise

Business Strategy & Operations, Strategic Planning, Executive Partnership, Annual Planning, Business Operations, OKRs & Performance Metrics, Executive Narratives, Cross-Functional Leadership, Operating Model Design, Product Activation, Data & Analytics, Business Forecasting, Resource Prioritisation, Organisational Effectiveness, AI & Digital Transformation, Change Management

Professional Experience

Amazon Transportation Services (ATS)

Senior Program Manager – EU Strategy, Operations & Governance

London, United Kingdom | Jul 2022 – Present

Lead strategy and business operations initiatives across Amazon's European transportation network, partnering with VP, Director and cross-functional leadership teams to translate strategic priorities into operating plans, performance metrics and scalable execution across 30+ sites, a 5,000+ vehicle network and six European countries.

- Act as a strategic partner to senior leadership, translating business priorities into multi-year roadmaps, operating plans, performance mechanisms and executive decision-making forums across complex European operations.
- Lead planning and prioritisation across a portfolio of strategic initiatives, aligning objectives, success measures, dependencies and resources across Operations, Product/Technology, Safety, Compliance, Finance and regional teams.
- Developed organisation-wide KPI and performance frameworks covering 50+ indicators, creating executive-level visibility of business performance, risks, priorities and opportunities and enabling faster data-led decisions.
- Improved operational compliance from 19% to 90% by redesigning operating mechanisms, accountability structures, performance reviews and cross-functional governance across 30+ sites.
- Led product activation and adoption of AI-enabled operational technologies including Netradyn, Samsara and ARCA across a 5,000+ vehicle network, establishing feedback loops between frontline operations, regional teams and technology stakeholders to improve product effectiveness and adoption
- Delivered £2.3M in annual operational optimisation through automation, analytics, process simplification and standardised operating mechanisms, while securing £1M strategic investment through business cases, forecasting and ROI modelling.
- Prepare executive narratives, performance reviews and recommendations for VP and Director stakeholders, synthesising complex operational data, regional insights and emerging risks into clear strategic decisions and priorities.
- Lead cross-functional teams and initiatives across six countries, building alignment between global and regional stakeholders and establishing learning, capability and change mechanisms to support adoption of new operating models and technologies.
- Reduced operational incidents by 40% and audit findings by 67% through data-led prioritisation, clearer performance metrics and scalable operational mechanisms.

Barclays Bank UK

Senior Program Manager – Strategy, Transformation & Business Operations

London, United Kingdom | Feb 2021 – Jul 2022

Led strategic business operations and transformation across Barclays Business Banking, partnering with senior leaders and cross-functional teams to translate customer, regulatory and commercial priorities into operating plans, performance measures and large-scale execution.

- Directed a £125M strategic transformation and remediation portfolio affecting 50,000+ customers, aligning Operations, Product, Risk, Finance, Legal, Compliance and Customer Experience around common priorities, metrics and delivery outcomes.
- Partnered with senior executives to shape programme strategy, prioritise investment and resources, establish performance measures and provide clear executive narratives on business performance, risks and strategic decisions.
- Redesigned operating models, roles and decision mechanisms across Business Banking, improving operational efficiency by 25% and SLA performance to 96%.
- Used customer, operational and performance insights to identify opportunities for service improvement, contributing to a 20% reduction in complaints and 15-point improvement in NPS.
- Led organisational change and capability initiatives supporting new processes, technology and ways of working, ensuring teams understood priorities, success measures and their role in delivering business outcomes.
- Delivered 98.2% remediation accuracy while reducing governance and control gaps by 73%, combining strategic change with disciplined operational execution.

Barclays Bank UK

Senior Project Manager – Transformation & Strategic Change

London, United Kingdom | Oct 2019 – Feb 2021

Led strategic business transformation initiatives focused on digital enablement, customer experience, operational redesign, and organisational change across Business Banking.

- Led strategy and activation of a digital customer identity solution processing 25,000+ applications monthly, partnering across Product, Technology, Fraud, Risk and Operations to improve customer onboarding and generate £1.8M annual revenue uplift. Led enterprise-wide COVID-19 customer support programme supporting 15,000+ customers
- Designed and implemented an organisational culture and inclusion programme, partnering with senior leaders and colleagues to increase engagement by 54% and applications from underrepresented groups by 30%. Led operating model redesign initiatives improving customer servicing capability and operational scalability

Barclays Bank UK

Senior Business Change Manager – Client & Colleague Experience

London, United Kingdom | Oct 2017 – Oct 2019

Led enterprise-wide operational change initiatives across UK and international operations focused on customer experience, complaints reduction, and service optimisation.

- Delivered Speech Analytics transformation across 12 operational centres, reducing complaints by 20%
- Led operational improvement initiatives impacting 350+ colleagues across UK and offshore operations
- Improved operational response times by 28% and first-contact resolution by 22%

Earlier Career

Commercial Strategy Manager – Barclays Bank UK

London Area, United Kingdom | Sep 2015 – Oct 2017

Directed a £500K project using project charters, milestone tracking, and KPI dashboards, increasing offline conversions by 30% and digital conversions by 10%.

Commercial Manager – Lampton360

London, United Kingdom | Aug 2013 – Sep 2015

Delivered governance and operational improvement initiatives including £4M joint venture delivery and operational cost reduction programmes.

Activities Manager – University of Westminster

London, United Kingdom | Jul 2008 – Aug 2013

Managed operational and commercial programmes including budget oversight and stakeholder engagement initiatives.

Education/Professional Development

BSc (Hons) Computer Science – University of Westminster

Certifications: PRINCE2, PMP, Agile PM, APM PMQ, ISO39001

Technical Tools: Amazon QuickSight, Tableau, Advanced Excel, Microsoft Power Platform, Salesforce, Jira, Confluence, KPI & Performance Reporting, Executive Dashboards, Data Visualisation, Business Case & ROI Modelling, Governance & PMO

Toolsets

Awards

Amazon “Exceeds High Bar” Award (2x), Barclays Stewardship & Excellence Award

Recognised for leadership during major COVID operational transformation and remediation programmes