

## Portfolio

Results-driven and strategic leader with extensive experience in executive management, financial oversight, procurement, and operations. Proven ability to align business strategies with corporate objectives, ensuring efficiency, profitability, and sustainable growth. Adept at managing cross-functional teams, optimizing supply chain processes, and overseeing financial operations to drive organizational success.

Skilled in budgeting, financial planning, procurement negotiations, inventory management, and stakeholder engagement, with a strong track record of improving operational workflows and enhancing business performance. Demonstrated expertise in leading high-impact initiatives, mentoring teams, and implementing policies that foster organizational excellence.

Possesses a keen ability to analyze financial and sales reports, manage banking transactions, and oversee compliance procedures, ensuring transparency and accuracy in all financial dealings. Experienced in customer relations, service quality management, and business process optimization, contributing to overall company efficiency and client satisfaction.

A dynamic professional with a hands-on leadership approach, dedicated to driving innovation, operational excellence, and continuous business growth while ensuring strong governance and financial integrity.

## LearningQualifications

2009:AUL,Beirut,Lebanon

Bachelor'sdegreein banking and finance

## CareerCompetences

### ▪ **Jan 2020 – Present: Talaea for Construction and Trading**

#### **Operation Manager:**

Dynamic and results-driven leader with a proven track record in managing and directing all company operations to achieve strategic objectives and sustainable growth. Responsible for aligning business activities with the company's vision, optimizing operational efficiency, and driving innovation. Key responsibilities include:

#### **1. Operational Planning & Management**

- Develop operational plans aligned with the company's objectives.
- Ensure optimal use of resources (human, financial, technological).
- Monitor the implementation of operational plans and update them when needed.

#### **2. Managing Daily Operations**

- Oversee day-to-day activities and ensure compliance with schedules.
- Quickly resolve operational issues to prevent disruptions.
- Supervise supply chain, production, logistics, or any core business activities.

#### **3. Efficiency & Quality Improvement**

- Analyze performance and identify ways to increase efficiency and reduce costs.
- Implement and monitor quality control systems.

- Adopt new tools and technologies to enhance operations.
  - 4. **Team & Employee Management**
    - Supervise employees within the operations scope.
    - Train, develop, and motivate teams.
    - Monitor both individual and team performance and make necessary decisions.
  - 5. **Interdepartmental Coordination**
    - Act as a liaison between top management and other departments (sales, finance, HR, etc.).
    - Ensure operational activities align with marketing, sales, and growth strategies.
  - 6. **Cost & Budget Management**
    - Prepare and monitor operational budgets.
    - Control operational costs and find solutions to reduce expenses without affecting quality.
  - 7. **Monitoring & Reporting**
    - Prepare regular reports for senior management on operational performance.
    - Provide recommendations to improve performance and develop work strategies.
- **Feb 2012 – Dec 2019:Energy Contracting &Trading.**

### **Operation Manager – Jeddah**

Experienced in overseeing procurement, logistics, financial planning, and strategic operations to ensure business efficiency and sustainable growth. Responsible for managing supplier relationships, optimizing supply chain operations, and acting on behalf of the Executive Director when required.

#### **Key Responsibilities:**

##### **Procurement & Supply Chain Management:**

- Develop and implement the estimated annual budget for purchases.
- Coordinate with suppliers to ensure the smooth flow of goods while minimizing storage costs and avoiding stock shortages.
- Establish procurement plans aligned with supplier agreements and projected sales.
- Identify and source new products from suppliers and global markets.
- Monitor and analyze sales and purchase reports to optimize procurement strategies.

##### **Logistics & Shipping Coordination:**

- Oversee banking facilities, letters of credit, and shipment tracking from origin to warehouse.
- Manage relationships with international and domestic shipping agents.
- Supervise customs clearance procedures and liaise with shipping companies to ensure timely deliveries.
- Ensure seamless supply chain operations while mitigating risks and controlling costs.

##### **Strategic & Financial Planning:**

- Set annual procurement objectives and budget allocations in alignment with company goals.
- Develop purchasing plans based on supplier schedules and projected sales forecasts.
- Monitor production plans to align procurement strategies with resource availability.

##### **Leadership & Executive Support:**

- Act with full delegated authority on behalf of the Executive Director during her absence.
- Develop and execute the company's technical strategy while ensuring alignment with business goals.
- Provide leadership and direction to technical teams, setting clear performance objectives and monitoring achievements.
- Serve as a mentor and coach to senior staff, particularly in areas related to technology and business operations.

##### **Stakeholder Engagement & Representation:**

- Represent the organization in public forums, with key stakeholders, and among business partners.
- Provide strategic guidance on program activities, including outreach initiatives, volunteer coordination, and partnership development.
- Support marketing, media relations, public relations, and issue management efforts as directed by the Executive Director.

##### **Additional Responsibilities:**

- Assist with other executive duties and strategic initiatives as assigned by the Executive Director.

▪ **August 2010 – Nov 2011: Grupo Arosfran SABL -Luanda/Angola**

**Accounting & Finance Manager**

Experienced in financial management, cash flow control, and reconciliation, ensuring accuracy and compliance in daily and monthly financial operations.

**Key Responsibilities:**

**Cash Flow & Bank Transactions:**

- Verify daily cash book collections and update records in the Dolly Program.
- Oversee and process bank deposits for both cash and checks.
- Ensure all expenses are properly authorized before processing payments.

**Warehouse Financial Oversight:**

- Conduct daily verification of warehouse bank deposits.
- Monitor and verify the closing balance of the warehouse on a daily basis.
- Reconcile daily sales records with the warehouse cash book to ensure accuracy.
- Prepare and submit a monthly warehouse status summary report.

**Reconciliation & Reporting:**

- Perform monthly reconciliation of the cash book to ensure accurate financial records.
- Control and verify head office cash transactions, including USD/AKZ cash flow.
- Authorize all cash-related expenses for the head office to maintain financial accountability.
- Verify and reconcile the head office cash book daily.
- Ensure proper daily cash closing procedures at the head office.

▪ **Dec 2009 – Sep 2010:Awdi group SABL – Beirut/Lebanon**

**Assistant Manager**

Detail-oriented and results-driven professional with expertise in financial verification, inventory management, customer service, and reporting. Skilled in ensuring operational efficiency, maintaining quality standards, and enhancing customer satisfaction.

**Key Responsibilities:**

**Financial Management & Cash Control:**

- Perform **daily verification of the cash book**, ensuring accuracy in transactions.
- Oversee and process **bank deposits** for both cash and checks.
- Ensure **proper authorization of expenses** before processing payments.
- Manage **daily head office cash closing**, ensuring financial accuracy and compliance.

**Inventory & Procurement Management:**

- Research and identify **emerging products** to optimize inventory selection.
- Anticipate buyer trends and negotiate **volume price breaks** for cost savings.
- Oversee **purchase orders, expediting deliveries**, and verifying receipt of goods.

**Quality Assurance & Customer Service:**

- Maintain **quality service standards** by enforcing organizational policies.
- Assist customers by **providing information, answering inquiries, and fulfilling orders**.
- Process payment transactions and **prepare merchandise for delivery**.

**Reporting & Data Analysis:**

- Prepare **comprehensive reports** by collecting, analyzing, and summarizing key data.
- Generate **sales and customer relations reports**, identifying trends and areas for improvement.
- Investigate and resolve **customer complaints**, ensuring service enhancements and satisfaction

## Training

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July 2005-August 2005: Central Bank-Beirut/Lebanon

- Job description Orientation over three departments

Sep2009- Dec 2009: Hashem Co. petroleum and oil

- Expenses authorizations for all cash related
- Control of stock
- Control of salary and management

## ComputerSkills

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- ExpertinMS Office (Word,Excel,Power Point)
- ExpertinData Analysis

## LanguageProficiency

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- Arabic : Native speaking
- English: Fluent
- French: Fluent

## Well-Rounded

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|--------------------------------|--------------------------------------|
| ○ Time Management              | ○ Data Analysis                      |
| ○ Strong PR                    | ○ FacilitationTechniques             |
| ○ ExcellentInterpersonalSkills | ○ Self-motivatedandhighlyorganized   |
| ○ StrategicManeuverability     | ○ ProcessDrafting                    |
| ○ StrategicAnalysis            | ○ EffectiveLeader                    |
| ○ Resultsoriented              | ○ Analyticalthinking                 |
| ○ Peopleoriented               | ○ FastLearner                        |
| ○ Abilitytoworkunderpressure   | ○ Coaching& Mentoring                |
| ○ ProcessAuditing              | ○ Process,Project andTime Management |