

Ali Halawi

Business Operations Supervisor | Team Lead

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Summary

A dedicated and detail-oriented Business Operations Supervisor with 8+ years of experience in F&B, sales, marketing, and customer service. Proven track record in enhancing operational efficiency, reducing costs, and ensuring safety compliance. Responsible for managing all aspects of marketing, supply chain, and customer service. Seeking to work in an environment that is conducive to my intellectual, professional, and personal growth, where I can contribute significantly to the growth of the team/organization with strong experience and expertise leading to success.

Experience

Business Operations Supervisor – 06/2016 to Present

Just Halawi/ Just Mashawe, Lusaka

- Manage the daily operations of a supermarket and restaurant, seamlessly overseeing a diverse range of responsibilities including marketing, management, supply chain, and customer service
- Demonstrate a commitment to the business, readily adapting to and thriving under the demands of a 7-day, extended workweek schedule
- Manage the supermarket and restaurant components of the operations, with a focus on stock management, order fulfillment, and customer care
- Maintain a professional, organized, and safe environment for both employees and patrons, serving as a role model for exemplary service and engagement
- Spearhead the recruitment, interviewing, and hiring of personnel, while also implementing a comprehensive mentoring program
- Develop and execute innovative business strategies to achieve the organization's goals and stay ahead of the competition in the local market
- Defined clear targets and objectives, effectively communicating these to team members to ensure alignment and maximize productivity
- Provide strong leadership, motivation, and guidance to employees, fostering a highly engaged and motivated workforce dedicated to the success of the business

CRM Administrator – 05/2022 to 07/2022

JayPay

- Demonstrated expert-level understanding and proficient utilization of the company's proprietary CRM system to support business objectives
- Conceptualized and delivered high-impact marketing campaigns tailored to the unique needs and objectives of a diverse portfolio of partner organizations
- Monitored the CRM system, identifying and resolving any technical issues or operational challenges to maintain uninterrupted service
- Developed reports and data visualizations to fulfill requests from key stakeholders, providing business intelligence
- Spearheaded the training of both existing and new staff members, equipping them with the knowledge and skills to optimize the CRM platform and drive enhanced productivity

Intern – 09/2020 to 10/2020

Sharekna NGO

Education

Bachelor's Degree in Marketing – 06/2016

Lebanese American University, Beirut, Lebanon

Skills & Expertise

- | | |
|--------------------------------|--------------------------|
| • Operations Management | • Performance management |
| • Retail management | • Team leadership |
| • Stress management | • Business strategy |
| • Sales & Marketing Strategies | • Time Management |
| • Supply chain optimization | • Problem-solving |
| • Inventory control | • Financial management |
| • Negotiation | • Quality assurance |
| • Customer service | • Process improvement |
| • Hospitality / F&B | • Adaptability |
| • Training & development | • Attention to detail |

Languages

Arabic: Native | **English:** Fluent