



# Dima Outa

## Supply Chain Specialist

At Fertile Crescent Forest SAL

Location: Beirut, Lebanon

**Education:** Bachelor's degree, Archaeology

**Experience:** 10 Years, 4 Months

## Contact

Location: Beirut, Lebanon

**Name:** Dima Outa

**Mobile Phone:** +961.81731788

**Country:** Beirut, Lebanon

**Email Address:** [dimaouta@gmail.com](mailto:dimaouta@gmail.com)

## Target Job

**Target Job Title:** Management - Operation - Administration section.

**Career Level:** Management

**Target Job Location:** Lebanon

**Career Objective:** To get a respectable job & to start in a responsible company that meets my career vision, feeling the ability to give more in this field.

**Employment Type:** Full Time Employee

## Personal Information

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**Birth Date** 18 August 1980 (Age: 37)  
**Gender** Female  
**Nationality** Lebanon  
**Additional Nationalities** Lebanon  
**Residence Country** Beirut, Lebanon  
**Name in Arabic** ديمة العوطة  
**Marital Status** Single  
**Driving License Issued From** Lebanon

## Experience (10 Years, 4 Months)

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April 2017 - Present

### Supply Chain Specialist

**At Fertile Crescent Forest SAL Location:** Beirut, Lebanon

**Company Industry:** Catering/Food Services/Restaurants

**Job Role:** Support Services

A Supply Chain Specialist ensures the performance of a supply chain from order to shipment to billing and customer service. This requires the Supply Chain Specialist to track inventory and orders as well as forecast future supply needs.

September 2013 - September 2015.

### Deputy Operation Manager

**at Najma Al-Usufiah Co for Trading (Curves for Women) Location:** Jeddah, Saudi Arabia

**Company Industry:** Sports and Recreation

**Job Role:** Management

- Reporting directly to the Operations Manager
- Support and assist the Operations Manager in overseeing the operational management of all services provided by Community Options, taking responsibility and accountability for service delivery and staff management as instructed by the Operations Manager.
- Reporting daily, weekly, monthly Sales reports for all branches.
- Working to agreed budgets and targets for all branches.
- Collating sales details as required by the Operations Manager
- Screen and respond to all incoming and outgoing faxes, mail, and/or email and other correspondences of the Operation Manager as requested
- To attend all meetings ( Local - International ) with the Operation Manager and do note as a minutes of meeting and distribute them for the branches .
- Do an evaluation to all employees.
- Coordinates with the different departments in their organization to ensure that all tasks executed are of best quality.
- Motivates and supports branch managers to achieve high performance levels and overseeing day-to-day running of operations.
- Monitor and manage day-to-day quality of provision.
- Customer complaints and feedback and solution recommendations.

- Contribute to facilitate best practices are maintained and developed through sharing resources, skills, know-how and expertise with Directors of Operations,
- Develop innovative placement, training and development tools and options with Employer Advisors, Job Advisors, Group Facilitators and Trainers to ensure growing job placement rates.
- Do training and coaching new and old staff also monitoring all staff performance.
- Visiting locations operational environment and making sure staff are well equipped and performing excellent service.
- Determine customer service requirement by maintaining contact with costumers and visiting locations to do surveys.
- Conduct focus groups and bench making practices.
- Addressing member comments with solutions.
- Maximizing costumer's operational performance through deskwork, by emailing problem solutions, warnings on location performances, sharing new techniques and sending a weekly reports.
- Following staff performance and Targets.
- Responsible in recruiting new staff and collecting CV's, interviewing candidates, preparing all paper work for HR filing.
- Evaluating staff performance including Sales-Coaching-dealing with customers-collecting BR's-W/M-appearances-appointments-BFF performance.
- The employee monthly attendance.
- Attending all staff meeting, taking notes and do MOM.
- Staff and clients relations, staff with staff problems, responsible in investigating problems ad make solution and make sure to deal it with professional way.
- preparing staff vacations papers and other HR related requests.

May 2009 - August 2013

## **Assistant Manager acting Manager**

**at CURVES for Women (AMB group) Location:** Beirut, Lebanon

**Company Industry:** Sports and Recreation

**Job Role:** Management

Curves is a facility specially designed for women featuring a complete 30 minutes workout and weight management program that is Fun, Fast and safe.

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-Management: Includes learning all aspects of running the facility such as hiring, training, motivating, disciplining, following up, computer knowledge, customer relations, marketing, teamwork, reporting to Director, etc.

-Servicing Members: Includes body measurements, goal setting, teaching the Curves circuit workout, weight loss instruction, etc.

-Training includes Curves workout, phone and price presentation certification program, measurements, goal setting and procedures.

-Guest Production: Includes getting referrals from new members, calling referrals and setting appointments, placing lead bags, calling lead slips, handling incoming phone inquiries, booking appointments, working the appointment book, and giving guest passes out.

-Membership Sales: Includes evaluating the needs and goals of guests, giving tours of the facility, creating excitement and commitment, explaining the prices and programs, overcoming objections, membership agreements and paperwork.

September 2005 - October 2008

## Assistant manager

**At THE BEAT FITNESS CENTER Location:** Beirut, Lebanon, Beirut

**Company Industry:** Sports and Recreation

**Job Role:** Administration

• Worked in a GYM (THE BEAT FITNESS CENTER) as a RECEPTIONIST and as an ASSISTANT MANAGER for 3 YEARS (2005-2008).

Job Descriptions:

- Attendance.
- Communication Skills.
- Activeness.
- Sales.
- Team work.
- Generating new orders for all services provided.
- Gym tour.
- Arrange with Team Head on attendance and minor operational issues.
- Record Members login.
- Solve problems with members.
- Arrange and record all gym Activities.
- Supervised and arrange all gym work issues.
- Computer programming.

## Education

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### Bachelor's degree, Archaeology

**At Lebanese university**

**Location:** Beirut, Lebanon

August 2004

- 2004 BA in (ARCHAEOLOGY) from the LEBANESE UNIVERSITY.
- 1998 BAC (II) in Science from the (FIRST SECONDARY SCHOOL) Al-Khobar in SAUDI ARABIA.
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- 2003 Certificate in English Language grade (Upper intermediate) from the BRITISH COUNCIL.
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- 2004 Certificate in (Computer program) WORD - EXCEL- ACCESS - POWER POINT- INTERNET from the Ministry of Education.
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- 2004 Certificate in (TICKETING) from the MINISTRY OF EDUCATION.

## Specialties

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- Microsoft Word.
- Gmail
- Igo Figer
- Outlook
- Microsoft Excel

## Skills

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- **Computer:** (Word-Excel-Access-Power point-Outlook-Internet).

## Languages

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Arabic

English

## References

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### Dalia Farsi

Job Title: Manager Business development  
Company Name: Najma Al-Usufiah Co for Trading  
Phone Number: +966.0534511155  
Email Address: [dalia.a.farsi@gmail.com](mailto:dalia.a.farsi@gmail.com)

### Waleed AlMasri

Job Title: HR Manager  
Company Name: RGTS Group  
Phone Number: +966.506449183  
Email Address: [waleedalmasri@gmail.com](mailto:waleedalmasri@gmail.com)

## **Training and Certifications**

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### **Customer Service (ISO 10002: 2004) (Training)**

Training Institute: Knowledge Training Center  
Date Attended: November 2014 (15 hours)

### **Emergency First Response (CPR & 1st Aid) (Certificate)**

### **Management Certification (Certificate)**

### **Curves International Club Camp (Certificate)**

### **CPR (Certificate)**

## **Hobbies and Interests**

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**Drawing**

**Sport-Reading-Traveling-**