

KHALED JAMAL HAMDAN

Current Residence: Lebanon - Bekaa

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Nationality: Lebanese

Marital Status: Married

Age: 35 Years



Senior Admin Officer

Objectives

(Admin Officer) Dedicated and dependable Administrative Officer with 14 years' experience in Administration & HR. A confident and personable professional who excels at prioritizing completing multiple tasks simultaneously and following through to achieve project goals. Seeking a role of increased responsibility and authority.

(Area Merchandising Supervisor) - A determined Sales Representative who is constantly looking for new opportunities and ways of working that will create a better business. Organized, analytical, with excellent attention to detail and a strong customer service ethos. I am able to meet and exceed customers' expectations every time. As a true professional, works hard to know who competitors are and what they do in the market. Right now I would like to join a company that strongly supports professional development and career progression and encourages its employees to gain professional qualifications.

(Facility Management) - A hardworking, pro-active Facility Management & purchasing manager with an upbeat and positive attitude, who is looking for an opportunity to make a big difference in a business that is moving forward. Possessing a track record of achievements and a proven ability to manage the Client / vendor / supplier base to reduce lead time and cost where ever possible. Results driven and able to use initiative to develop effective solutions to supply chain problems, whilst having an active and dynamic approach to work and getting things done efficiently.

Looking for a suitable managerial position with an exciting and ambitious company that offers genuine room for progression.

Self-Appraisal

Who am I?

A self-motivated leader, have formed, formed and organized various administrative teams in different department (Facility Management, purchasing & procurement, Supply Chain, Administration). Proactive with starter's approach, have identified the aim of the job, communicated the idea to all other members, and did believe that there is no other choice, but things must be done and accordingly results were accomplished.

AREAS OF EXPERTISE

- Administration, HRMD Experiences Team.
- Merchandising experience team.
- Sales Management FMCG.
- Facility Management, Soft & Hard Service.
- Negotiating.
- Maintenance Operations.
- Staff Recruiting.
- Supply chain
- Material supply solutions
- Tenders / Estimating
- Vendor identification

- Project management
- Supplier relationship management
- Contract management.

What are my professional strengths?

Have a total **13+** year's professional experience in the following areas:

- Achieving Merchandising sales targets set each month by the senior Sales Management team.
- Hiring, developing and retaining talent within the store.
- Complying with all legal compliance issues and procedures.
- Managing enquiries through the entire buying process.
- Following all enquiries through to contract or close.
- Ensuring that product deliveries and movements are processed according to Company stock management guidelines.
- Performing any ad hoc duties deemed appropriate by the Company Directors.
- Implementing internal sales process improvement initiatives.
- Purchasing and procurement.
- Compliance in procurement processes.
- Training and consulting.
- Office management, organized timely, legally compliant and cost effective.
- Effective result driven.
- Cost optimization.
- Efficient management focused reporting.
- Excellent communication and organizational skills.
- Excellent presentation skills.

Education

Bachelor of Commerce and Business Administration.

Beirut Arab Of University (**BAU**) in Lebanon – Beirut 2007

Career History Records

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|----------------------------------|---|
| ➤ October 2018 – Present | Senior Admin Officer Al Watanya Plast for Industrial & Trading Co. |
| ➤ February 2018 – September 2018 | Area Merchandising Supervisor – FMCG SFS, Al-Sultan Food Stuff Co. – Lebanon, Beirut |
| ➤ October 2016 – January 2018 | Project (Contract) Manager – Facility Management / Operations & Procurement (Saudi Aramco, Office Service Dept.) AL Hajry Overseas Limited Co. – Dammam, KSA |
| ➤ February 2008 – October 2016 | Maintenance Facility -Service Manager (Saudi Aramco Dhahran Utilities) Saudi Oger Limited Co.– Dhahran, KSA |
| ➤ August 2005 – January 2008 | Purchasing Senior Coordinator Crown Shining OF Construction & Trading EST. – KSA, |

Professional Experience

Senior Admin Officer – Industrial & Trading
Al Watanya Plast for Industrial & Trading Co.
October 2018 – Present

- Promote team work within the group, and contribute to the teams' overall performance
 - Assist with review of existing policies & procedures, and desk operating procedures as requested
 - Ensure completion of personal performance appraisals and career development plans
 - Promote teamwork within the group, and contribute to the team's overall performance
 - Support the Management team with projects/tasks as assigned
 - Escalate all critical issues identified to the management team to ensure risk containment and client satisfaction
 - Ensure accurate tax treatment/reporting and posting procedures are adhered to, to ensure timely reporting.
 - Checking accuracy of deals placed with Fund Managers
 - Reduce risk of compensation claims by managing workflows and workloads to minimize. Transaction errors.
 - Provide training and coaching for more junior team members of the team to ensure continued development.
 - Actively manage relationships with beneficiaries /clients in relation to those transaction types providing excellent customer service.
 - Delegation of workflow received into team.
 - Investment subscriptions, redemptions and switches within and between fund managers, including foreign exchange.
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Area Merchandising Supervisor – FMCG
SFS, Al-Sultan Food Stuff Co., Lebanon – Beirut
February 2018 – Sep. 2018

Responsible for driving results by providing direction, support and guidance to merchandiser's team in the areas of sales & Merchandisers, revenue generation.

- Handling the operation in key account with all its "Spinneys" and "Happy", Carrefour branches, Al-Amalyeh Supermarket & Market places.
- Responsible for 8 11 merchandisers in the region.
- Responsible to train, evaluate the merchandisers and develop their skills.
- Perform field visits in the region to assure that all the KPIs are met and the merchandisers are receiving the proper training on products knowledge (SKUs, Planogram, share of shelf, Out of stock and FIFO).
- Communicate guidelines to the team and follow up with the merchandisers to assure it its reflected on the ground
- Prepare the monthly incentive of each Merchandisers as per the evaluation in the field (distribution, planogram, pricing, POSM usage), and on the system data accuracy.
- Make sure that all initiatives of the month are executed at its best with usage of POSM material as per the deployment plan and guidelines received.
- Responsible for hiring and training of merchandisers, in order to make sure that we have a well-trained team.
- Prepare monthly briefing at the end of each month with the team to brief about the monthly promotions.
- Handle all complains received from the client, and took action on the spot to solve them.
- Lunched and managed inventory and freshness reports by integrating these reports on the Merchandiser's handheld in order to reflect the market situation to SFS.

- Submitted freshness stock count report at the end of each month to the line manager to reflect the situation on the ground
- Achieve in store compliance as per the contract; share of shelf compliance.

Project (Contract) Manager – Facility Management / Operations & Procurement
Al Hajry Overseas Limited Co., Dammam, Saudi Arabia
October 2016 – January 2018

I was managing operation Heading a crew of 450+ employees, my main obligation is overall management of the general custodial services provided to proponents/end users with Saudi Aramco for Buildings and camps with 5 Services provided (Janitorial Services, Minor Building Fixes and Repairs, Building Services Requests, Office Space Design, Business Mail, Furniture and Equipment Warehouse operation, Materials Receipt and Delivery and Release Purchase Order Work. And responsibilities for camps Al-Hajry Overseas co. buildings & Camps with safety program.

Maintenance Facility - Service Manager / Project Management (Saudi Aramco Dhahran Utilities),
Saudi Oger Limited, Dhahran – Saudi Arabia
February 2008 – October 2016

I was Working and managing Operation, supporting and leading the facilities for KSA WP, one of Saudi Oger Ltd. Largest Company where I am responsible for maintaining Maintenance and project management for Camps and buildings with Mega Aramco Camps / 7500 / Units and Saudi Oger Ltd. (Port Cabins, Concreted Villas, San Board Housing and buildings) and 5 Divisions (AC Hills (HVAC), Building & Trade, Underground, Electrical and Home Ownership). My responsibility also covers Office buildings, stores and Logistics Warehouses.

Crown Shining OF Construction & Trading EST.
Purchasing Senior Coordinator,
Procurement Division,
August 2005 – January 2008

Saudi Arabia – Al-Riyadh

- Direct purchasing operations.
- Build and maintain sound relationships with considerable number of potential vendors and continuous search for new supply channels.
- Monitor, review and evaluate supplier criteria such as reliability, material conformity to international standards and project. Specifications, material availability, delivery and payment terms.
- Control Purchasing Department budget in coordination with the company's Accounting Division.
- Negotiate best prices to implement company cost savings.
- Carry out division communications and reporting systems; provide support to site project managers, store and other departments.
- Represent the company in the market.
- Supervise and follow up with the day to day division operations according to the structured policies with the coordinators and buyers.
- Resolve supplier grievances and handle claims against vendors.
- Verify and input PO and vendor data into.

Key Skills

- Good Product knowledge / processing experience desirable.
- Proficiency in using Microsoft packages particularly Excel. Knowledge of Visual Basic would be beneficial but not essential.
- Good communication skills. Possesses good oral and written communication skill. Proficiency in English is essential
- The Ability to handle administrative details independently, with good judgment
- Advanced level skills in Word and proficient in Excel (able to format reports and operate spreadsheets)Desirable
- Ability to deal with sensitive and proprietary information with the utmost confidentiality and professionalism.
- Ability to thrive in a changing environment. Ability to manage multiple projects with multiple priorities.
- Demonstrated organizational and prioritization skills, along with the ability to be detail-oriented.
- Strong interpersonal skills, and ability to interact effectively with a diverse constituent population.
- Sales Management & Merchandising.
- Facility Management & Operations.
- Good organizational skills
- Good spoken and written communication skills.
- The ability to develop working relationships with a wide range of people.
- Customer and client management skill.
- The ability to manage a varied and complex workload.
- The ability to control large budgets
- Problem solving and decision-making ability.
- Excellent Communications, presentation, and reporting skills both on technical and business levels.
- Excellent Interpersonal Skills.
- Strong working knowledge of employment law issues and the ability to apply these to a variety of situations using a pragmatic and common-sense approach.
- Ability to relate to and communicate with people.
- Proficient at using Microsoft office software: MS Word, Excel, PowerPoint, Visio Outlook etc.
- Job Descriptions.
- Employee Relations.
- Office Administration.
- Business Leadership – Becoming Management Material.
- Coaching – A Leadership Skill.
- Goal Settings.

Languages

- **Arabic** : Spoken, Read & Written (Fluently – Mother Language).
- **English** : Spoken, Read & Written (Fluently).

Reference

Furnished upon request.....