

Claire Ali



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Bkennaya – Metn - Lebanon

SUMMARY

Results-driven and detail-oriented Operations Manager with 12 years of experience in managing operations, logistics, and supply chain activities for startup companies. Proven track record of building scalable systems that optimize processes, reduce costs, and increase revenue. Skilled in leading cross-functional teams, ensuring customer satisfaction, and maintaining a safe and productive work environment.

CAREER

January 2023– Till date

OPERATIONS CONSULTANT

Provide strategies and recommendations for improvements based on business goals in order to expand profit margins, reduce costs and ensure smoother flow of work.

- Make recommendations for new systems, practices, and procedures to be implemented.
- Update models, accounts, and CRM systems to enable smooth running of the business.
- Optimize supply chain logistics.
- Suggest changes to improve the overall structure of the business and examine employee job roles.
- Analyze relationships between businesses and suppliers and negotiate improved contractual terms.
- Update financial processes and reporting strategies.
- Effectively manage projects from inception to completion.
- Lead teams to secure positive outcomes for organizations.

January 2022 – February 2023

OPERATIONS MANAGER

Alta Light SARL- Lebanon

Overseeing Operations for the company in Africa, Middle East, and Gulf some of my tasks were:

- Built scalable systems and processes that optimized operations, reduced costs, and increased revenue for a fast-growing startup company.
- Established clear processes that streamlined workflows and improved efficiency, resulting in a 30% increase in productivity.
- Implemented technology solutions like project management software, customer relationship management tools, and accounting software, improving collaboration, and providing greater visibility into operations.
- Fostered a culture of continuous improvement, encouraging team members to identify areas for improvement and implement changes to optimize operations.
- Collaborated with sales and marketing teams to identify customer needs and develop customized solutions, resulting in a 95% customer satisfaction rating.
- Supported HR department with their recruiting and assessment process.

June 2010 - September 2021

PROCUREMENT & LOGISTICS MANAGER

Design in Beirut- Lebanon

Promoted from Accountant to Procurement and logistic Manager in 2 years, upgrading the work systems to support the growth of the, back then, startup company, in 3 years me and my team built a network of suppliers throughout Europe, far east, US and Canada, we covered project in 3 continents with a clear record of delivery and cost efficiency, some of my tasks were:

- Achieved 35% cost reduction on international purchases and local transportations, shortened transportation time by 25% and improved customer satisfaction by 15%
- Negotiated pricing with vendors that resulted in cost savings of 5%
- Implemented a new inventory management system that improved stock accuracy by 10%
- Developed and managed the logistics for a new product launch, ensuring all products were delivered on time and within budget
- Developed scalable systems and processes that optimized operations and reduced costs, resulting in a 25% increase in revenue.
- Negotiated contracts with transportation and logistics providers, resulting in a 15% reduction in transportation costs.
- Developed and implemented standard operating procedures (SOPs) for warehouse and inventory management, resulting in a 90% accuracy rate in inventory counts.
- Fostered a culture of continuous improvement, encouraging team members to identify areas for improvement and implement changes to optimize logistics and supply chain activities.

August 2004 - July 2009

OWNER PERSONAL ASSISTANT HEAD ADMINISTRATOR

Studio David Abdallah - Lebanon

- Plan and coordinate administrative procedures and systems and devise ways to streamline processes.
- Ensure the smooth and adequate flow of information within the company to facilitate other business operations and Manage schedules and deadlines.
- Keep abreast with all organizational changes and business developments Monitor costs and expenses to assist in budget preparation Assist in handling of human resources activities, including payroll and personnel databases.
- Assist in handling of accounting activities, including Invoice processing, Processing expense requests, Credit control, Cash book maintenance, Banks reconciliation, and liaising with third party providers, clients, and suppliers.

EDUCATION

Accounting / Administration bachelor's Degree (2000)

CERTIFICATION

Operational Excellence Foundations (LinkedIn Learning – 2023)

Situational Leadership (Smart Man – 2014)

Myers Briggs team building workshop (hello Monday – 2019)

SKILLS & PERSONAL STRENGTHS

SKILLS

- Supply chain management
- Process improvement
- Team leadership
- Logistics and transportation
- Inventory management
- Customer service
- Budget management
- Communication
- Diplomatic and courteous approach to dealing with clients and suppliers.
- Hard-working, entrepreneurial, resourceful, flexible, open-minded, creative

COMPUTER SKILLS

Proficient in MS Office (Excel, Power Point, Word, Outlook)
Excellent handling on accounting software (e.g Pims profiles / Softmind,)
Photoshop

LANGUAGES

Arabic	Mother Tongue
English	Fluent
French	intermediate