

YOUSSEF HAMMOUD

Operations & Logistics Specialist

Operations | Logistics | Supply Chain | Process Analysis | Training and Coaching

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BACKGROUND

Over ten years of experience in managing operations, logistics, and supply chain processes, with a specialization in optimizing workflows and ensuring projects are delivered on time. | Demonstrated leadership in developing and training large teams, fostering an environment of high performance and exceptional customer service. | Successfully led projects for international clients such as World Bank, UNDP, UNICEF, and Oxfam. | Adept in inventory management, procurement, vendor negotiations, and international logistics. | Extensive experience with ERP systems, POS management, and process improvements. Competent in financial management, including budgeting and payroll, ensuring precise financial record maintenance.

PROFESSIONAL EXPERIENCE

Operations & Logistics Manager

April 2024 - Present

WeFashion Group

- **Enhance Store Efficiency:** Improved store performance and met business objectives through effective training and development programs.
- **Inventory Oversight:** Managed inventory processes, ensuring optimal stock levels, timely replenishments, and minimizing losses.
- **Analyze Sales Data:** Tracked sales metrics and evaluated data to uncover trends, opportunities, and areas needing improvement.
- **Team Leadership and Development:** Led and inspired store teams to provide excellent customer service and achieve sales goals.
- **Policy Compliance:** Ensured all stores adhered to company policies, procedures, and brand standards.
- **Interdepartmental Collaboration:** Worked closely with merchandising, marketing, and HR teams to implement cohesive retail strategies.
- **Operational Audits:** Regularly visited stores to audit operations, providing constructive feedback and support to store managers.
- **Budget Management:** Oversaw the budget for retail operations, managing costs related to labor, supplies, and other expenses.
- **Stay Informed:** Kept abreast of industry trends, market conditions, and competitor activities to guide strategic decisions.
- **Managed Branches and Employees:** Managed 18 branches and 80 employees, promoting a culture of performance, development, and customer service excellence.
- **Shipping and Logistics Management:** Oversaw the shipping and logistics departments in Lebanon and UAE-Dubai, ensuring professional and efficient operations.

Operations & Logistics Manager

November 2023 – March 2024

Antoine Saliba World of Jewelry

- **Daily Operations:** Oversaw daily operations of showrooms and the head office.
- **Showroom Appearance:** Maintained showroom appearance, including merchandise, cleanliness, signage, and decoration.
- **Maintenance and Equipment:** Ensured showrooms and offices were well-maintained and fully equipped.
- **Customer Service Support:** Supported Showroom Managers in ensuring consistent exceptional customer service.
- **Employee Management:** Managed showroom employees, including performance evaluation, scheduling, and training.
- **Team Meetings:** Conducted regular team meetings for effective communication.
- **Team Training and Development:** Trained and developed the team for outstanding customer engagement.
- **Performance Reviews:** Conducted monthly performance reviews and provided immediate feedback.
- **New Employee Induction:** Managed induction and development of new joiners through on-the-job training.
- **Payroll Management:** Completed payroll activities accurately and on time.
- **Policy Adherence:** Ensured adherence to HR, Health & Safety policies, and company procedures.
- **Supportive Relationships:** Built supportive relationships with showroom employees, administration, and management.
- **Inventory and Procurement:** Managed inventory, procurement of uniforms, cleaning materials, and office supplies.
- **Inventory Processes:** Oversaw periodic inventory processes for branches and head office.
- **Workshop Operations:** Oversaw operations and discipline of workshop employees.
- **Administrative Issue Resolution:** Solved issues and followed up on administration team operations.
- **Supply Chain Follow-up:** Followed up on supplies' shipments with the purchasing department.
- **Supply Chain Management:** Resolved issues and ensured a smooth supply chain process.
- **Departmental Support:** Supported Watches/Accessories departments in all showrooms.
- **Supplier Management:** Managed suppliers, invoicing, and negotiated purchase terms.
- **Showroom Displays:** Ensured clean and organized showroom displays.
- **Replenishments Monitoring:** Monitored showroom replenishments and provided statistical reports.

Operations & Logistics Manager

September 2020 – November 2023

IDEAL MENA

- **Employee Management:** Recruited, selected, trained, assigned, scheduled, coached, counseled, and disciplined employees.
- **Procurement:** Handled sourcing, negotiating terms, purchasing items, receiving and inspecting goods, and maintaining detailed records of all steps in the process.
- **Strategic Contribution:** Provided operations information and recommendations for strategic plans and reviews; prepared and completed action plans.
- **Workflow Analysis:** Analyzed process workflows, employee and space requirements, and equipment layout.
- **Project Management:** Ensured all projects were delivered on time, within scope, and within budget.
- **Operational Goals:** Achieved operations and organizational goals by completing related tasks as needed.
- **Staff Management:** Managed staff levels, wages, hours, and contract labor in relation to revenue.
- **Vendor Relationships:** Managed relationships with key operations vendors, tracked vendor pricing, rebates, and service levels.
- **Invoice Management:** Reviewed and approved all operational invoices, ensuring timely submission for payment.
- **Policy Implementation:** Collaborated with the GM and management team to set and implement policies, procedures, and systems, ensuring effective follow-through.
- **Inventory Management:** Performed inventory analysis to ensure effective utilization, purchased appropriate equipment, maintained accurate inventory data, and reduced sub-rental expenses.

Implemented Projects

- UNDP – Computer training in Al-Shirqat district – Iraq
- UNDP – Finance Training in Kirkuk – Iraq
- UNICEF Long Term Agreement for Leadership Team Building – Lebanon, KSA and Dubai
- Save the Children - Consultancy for Conducting Training and facilitation Skills – Lebanon
- Oxfam - Decent Work Conditions Information Sessions – Lebanon
- World Bank - Consulting Services for Training of Trainees and Material design – Iraq
- Security and Access Software Implementation – Lebanese General Security
- World Vision – Youth Resolve 2 – funded by EU – Lebanon
- World Vision - Family Child Counselling – Lebanon
- World Vision - Parenting Coach/Child psychologist – Lebanon
- LUPD - Basic Needs Assessment Consultancy (Funded by AECID) – Lebanon
- Danish Refugee Council - Psychosocial Support Curriculum Development – Lebanon
- IRC - Education Strategy Consultancy - Iraq

Deputy Operations Manager

March 2016 – August 2020

Depeche Mode SARL

- **Daily Store Follow-Up:** Monitored daily operations in stores to ensure smooth workflow.
- **System Management:** Managed the Microsoft Dynamics Navision system, ensuring it functioned properly.
- **POS Control:** Controlled store POS systems, investigated incorrect transactions, and trained staff on POS software and Navision.
- **Product Management:** Created item codes for new products in the system and assisted in pricing new products.
- **Procurement:** Purchased IT equipment and office supplies.
- **Stock Management:** Replenished store stock daily to maintain adequate levels and organized seasonal inventories and spot checks.
- **Reporting:** Worked on statistics and generated executive reports.
- **Payroll Management:** Prepared daily and monthly payroll schedules.
- **Recruitment:** Selected shortlisted applicants and participated in interviews.
- **Asset Maintenance:** Maintained company assets at the highest quality and safety standards.

Senior Logistics Coordinator & Analyst

April 2011 – March 2016

Bestseller United ME, Beirut, Lebanon

- **Shipment Management:** Oversaw shipments for Lebanon, Syria, Jordan, KSA, and UAE from departure to arrival.
- **Supervision:** Supervised shipments for Kuwait, Bahrain, Qatar, and Egypt.
- **Customs Clearance:** Cleared shipments at airports/ports and ensured delivery to the company's warehouse.
- **Communication:** Liaised with customs and agencies to ensure smooth clearance of shipments.
- **Product Distribution:** Managed product distribution across all stores and company locations.
- **Quality Assurance:** Followed up with shop and warehouse managers to ensure products were received free of defects.
- **Discrepancy Control:** Controlled the reception of shipments by recognizing and monitoring discrepancies.
- **Cost Negotiation:** Negotiated shipping costs with multinational forwarders.
- **Customs Calculation:** Calculated customs costs.

Assistant Manager

October 2009 – April 2011

Fairco International SARL, Beirut, Lebanon

- **Price Management:** Controlled and monitored changes in item costs to ensure they were reflected in retail prices.
- **Stock Supervision:** Organized and supervised stock, including barcoding and labeling, and served as treasurer for two warehouses and one showroom.
- **Sales Strategies:** Suggested selling strategies for craft items.
- **System Administration:** Acted as the administrator for the Noria system.
- **Barcoding Process:** Established the barcoding process with a team of employees.

EDUCATION AND CERTIFICATIONS

BACHELOR'S DEGREE IN BUSINESS ADMINISTRATION

Beirut — 2010

Saint Joseph University

Trainee - Teller and Customer services Operations

2007 -2 months

BLOM BANK

Trainee - Claims department

2006 - 3 months

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SKILLS AND LANGUAGES

Languages

	Speaking	Writing	Reading
English	Advanced	Advanced	Advanced
French	Advanced	Advanced	Advanced
Arabic	Advanced	Advanced	Advanced

Skills

Microsoft 365	Microsoft Dynamics Nav	Project management	Conflict resolution
Report Generation	Communication skills	Leadership	Decision making
Analytical Thinking	Strategic Thinking	Coaching	Negotiation