

Nadim Rached

Operations Manager

Personal Info

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Working within business, retail, and operations level management for several years gave me exceptional communication, presentation, and organizational skills. I am a hardworking, dynamic, disciplined and well-presented individual, enjoying all aspects of client contact, business development, human resources, operations and team management leading by example. I have always been fiercely organized and resourceful. I have a great foresight which allows me to be observant and pro-active to the last. I can anticipate needs and handle any given workload with great efficiency.

Experience

2019 - present	<div>Service Advisor Assistant</div> <div><i>Fletcher Jones Mercedes Benz of Newport Beach</i></div> <div>Ascertain automotive problems and services by listening to customer's description of symptoms; clarifying description of problems; conducting inspections; taking test drives; checking vehicle maintenance records; examining service schedules.</div> <div>Verify warranty and service contract coverage by examining records and papers; explaining provisions and exclusions.</div> <div>Develop estimates by costing materials, supplies, and labor; calculating customer's payment, including deductibles.</div> <div>Prepare repair orders (RO) by describing symptoms, problems, and causes discovered, as well as repairs and services required; obtaining approval signatures; entering RO into service database system.</div> <div>Maintain customer rapport by explaining estimates and expected return of vehicle; obtaining customer's approval of estimates; obtaining and providing contact telephone numbers; answering questions and concerns; arranging towing and temporary transportation.</div> <div>Maintain automotive records by recording problems and corrective actions planned.</div> <div>Updates job knowledge by participating in educational opportunities; reading manufacturers' publications.</div> <div>Enhance organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.</div>
2017 - present	<div>Specialist</div> <div><i>US Army Reserve</i></div> <div>MOS 92G</div>
2015 - 2018	<div>Production Manager</div> <div>Go On Top Film Production</div> <div>Organize the business, finance and employment aspect in film and television productions. In charge of production budget and overall profitability of the business.</div>
2009 - 2015	<div>Operations Manager</div> <div>Clara General Trading</div> <div>Responsible for the organizing and planning of 5 brands(Karen Millen , REISS , Nougat London, Lipsy London , IVY) / 20 stores in Lebanon and UAE . Involved in sales forecasting / demand planning, vendor management, and retail return policy, monitoring new stores execution/opening.</div> <div>DUTIES</div> <div>Deputizing for the Area Manager, supporting and overseeing shop openings.</div> <div>Overseeing the recruitment of new sales and retail staff.</div> <div>Responsible for training and induction programs for new staff members.</div> <div>Day to day running and operating of stores.</div> <div>Ensuring a consistently high standard of presentation in all branches.</div> <div>Working closely with visual merchandisers.</div> <div>Maintaining accurate records of all pricing, sales, and activity reports.</div> <div>Marketed the company by organizing fashion shows and special promotional events.</div>

	<div>KEY SKILLS AND COMPETENCIES</div> <div>§ Dramatically reduced expenditure by cost cutting across the board.</div> <div>§ Gained considerable portion of existing market & increased sales turnover by 17%.</div> <div>§ Implemented changes that increased customer retention by 29 %.</div> <div>§ Responsible for opening 5 new stores.</div> <div>§ Brand and franchise experience, working within brand and franchise guidelines.</div> <div>§ Producing data and reports for senior management on performance.</div> <div>§ Helped push the business forward to achieve significant turnover and profitability .</div>
2008 - 2009	<div>Marketing and Events Manager</div> <div>Adventures in Middle East</div> <div>Development of domestic and international packages by visiting destinations and suggesting interesting travel routes or places of interest.</div> <div>Communicating a range of information on itineraries, destinations and culture.</div> <div>Online and social media marketing</div> <div>Writing reports and maintaining records.</div> <div>Organizing and attending tourism events, conferences, workshops , Seminars and exhibitions.</div>
2005 - 2008	<div>Sales and Marketing Manager</div> <div>Graphic & Press</div> <div>Resolve customer complaints regarding sales and service</div> <div>Direct and coordinate activities involving sales of manufactured products, services.</div> <div>Determine price schedules and discount rates.</div> <div>Direct clerical staff to keep records of export correspondence, bid requests, and credit collections, and to maintain current information on tariffs, licenses, and restrictions.</div> <div>Assess marketing potential of new and existing store locations, considering statistics and expenditures</div>

Education

2006 - 2010	<div>Arab Open University</div> <div>Bachelor of Business Administration</div>
2003 - 2006	<div>La Sagesse</div> <div>Bachelor of Sales & Commercial Communications.</div>