




RAED HIKMAT YOUNES

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PERSONAL DETAILS

Date of Birth:  08-August-1979
Nationality:  Lebanese
Marital Status: Married
Driving License: UAE , Lebanese, Guinea
Languages: English, Arabic, Tagalog, French fair

EDUCATION

Management and R.E.A.D in Property Management 06.01.2009
The Real Estate Regulatory Agency & The Management and Real Estate
Academy Real Estate Practitioner 24.09.2008

THE TRINITY COLLEGE AND UNIVERSITY

Master of B. A in Business Management (Grade A) 2004 - 2005
Bachelor of Arts in Business Management, (Grade A) 2000- 2004

PIGIER UNIVERSITY - Antelias,
Beirut, Lebanon Hotel Management,
1999-2000

DIKWANEH COLLEGE - Dikwaneh,
Beirut, Lebanon Hotel and Restaurant
Management 1996-1999

C&E COLLEGE - Mar Elias, Beirut,
Lebanon Computer Basics, 1994-1996

THE LEBANESE MODERN FAMILY HIGH SCHOOL - Beirut, Lebanon
High School, 1994

EMPLOYMENT HISTORY

Raed Younes
General Manager

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General Manager 2018- Current

All Divisions (Lebanon, Oman, Kazakhstan, Uzbekistan and India)

The logo for 'Miracle' features the word 'Miracle' in a stylized, cursive font. Above the 'i' in 'Miracle' is a small graphic of a star or spark. The text is in a light blue or grey color.

Job Description:

- Provide strategic direction to the Company's Operations, and develop an integrated function that supports the profitability of the company as well as contribute to total quality management in the areas of Information Technology, Business Operations, Corporate Support, Administration, and Security (All Cross Function System).
- Deliver significant improvement in customer experience in terms of customer service productivity and process improvements.
- Ensure strategic objectives that are formulated at the Executive Management level are translated into tactical business plans with mechanisms for key measurements in place to monitor progress. Ensure that business change projects are delivered in line with the company's Goals.
- Leverage the advantages of bringing together the operational expertise and drive through more efficient and effective ways of working. Manage departmental budgets including signing off invoices and quotes within mandate.
- Escalate out of budgets items to the Chairman.
 - Look after the aggregate plan and operating systems, operations, properties & maintenance, and the general operating procedure in Company.

- Develop awareness of business changes, predict challenges and identify opportunities to optimize people & processes and add value to customers & frontline operations.
- Represent the Chairman function at Executive Management Committee level internally and externally , and ensure the correct specialist knowledge is brought in to inform the Committee according to agenda requirements.
- Coordinate the efforts of the different operational areas under management to ensure minimal duplication of efforts, maximum efficiency and to maximize value for money.
- Rebalance resources between different areas e.g. reallocating headcount or budgets, but within overall approved resources for the year.
- Contribute to the development of business unit strategy for the next two to three years by providing a view on potential improvements for products or services and an assessment of the existing situation and anticipated changes in the external environment.
- Sign off capital expenditure within budget; this includes approving purchase or sale decisions for all company's products and items.
- Serve as a thought leader for innovation and change.
- Build strong relationships with key stakeholders and peers on Executive Management level to ensure a focus on strategies.
- Provide clear directions on strategic goals, while translating and prioritizing them into business and performance measures.
- Employ, engage and retain high quality people with succession planning for critical roles by enhancing the company's management capability.
- Establishing appropriate recognition and reward for high performance / potential.
- Lead, inspire and coach a team of high caliber professionals.
- Work with managers in the team to achieve all strategic plans and set goals.



President (Algeria) 2017-2018 All Divisions

Job Description:

- Setting up the required business structure to deliver success & manage the contracts that have already been secured.
- Set strategy, budgets, sales targets & drive team to achieve business objectives.
- Responsible for all Operational & Commercial aspects with full P&L responsibility.
- Take a full responsibility of business development and extend both geographic coverage and presence in adjacent vertical markets.
- Oversee the Financial Management team of multiple companies.
- Consolidate and review financial reporting across the group of companies.
- Providing clear strategic direction for the group and financial guidance on a wide range of issues.
- Assisting in the implementation of the company's new systems.
- Utilize the extensive experience gained from the previous top firms in the EMEA region especially in constructions, Manufacturing and trading firms related issues and review profit and loss factors, adjusting and implementing procedures for risk management.
- Analyze and interpreting a strategic vision.
- Partnering with IT staff to manage critical financial management systems and roll out of effective Systems
- Communicate effectively at all levels in the organization and set management meetings to share information in a regular basis.
- Influence key decision makers and have the assertiveness and confidence to challenge business decisions and strategy that will not serve the best interests of the organization.



General Manager (Le Special EMEAI -Europe ,Middle East, Africa and India) 2015-2017

Job Description:

- Establish the company with all the cross-function system.
- Opening new Markets where the targeted expansion plans.
- Establishes business plan by surveying Company's demand.
- Meets company financial objectives by: developing financing; establishing banking relationships; preparing strategic and annual forecasts and budgets; analyzing variances; initiating corrective actions; establishing and monitoring financial controls; developing and implementing strategies to increase company sales revenue.
- Attracts clients by developing and implementing marketing, advertising, public and community relations programs; evaluating program results; identifying and tracking changing demands.
- Maintains customers satisfaction by monitoring, evaluating, and auditing using operational excellence tools.
- Accomplishes company's objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining management staff.
- Communicating job expectations; planning, monitoring, appraising, and reviewing job contributions.
- Planning and reviewing compensation actions; enforcing P&P.
- Maintains safe, secure, and healthy facility environment by establishing, following: Enforcing sanitation standards and procedures; complying with health and legal regulations; maintaining security systems.
- Maintains professional and technical knowledge by tracking emerging trends in the company's production and industry.
- Attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Accomplishes company goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.



General Manager (All Divisions) KSA

March, 2012 - January, 2015

(Constructions ,Trading, Retail, Factories, Showrooms)



شركة اثاث المشاريع
PROJECTS FURNITURE CO.

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Factory

Showrooms

Job Description

- Manage daily operations for this manufacturing company with set targets in annual sales.
- Assume profit and loss responsibility for the company.
- Develop and implement strategies for revenue and profit growth.
- Develop and execute short- and long-term marketing strategies.
- Plan and implement processes to improve efficiency and cost-effectiveness.
- Develop and analyze financial reports to determine progress in achieving business objectives.
- Develop and monitor budgets and forecasts.
- Measure and evaluate service levels offered to customers to improve customer retention by consistently achieving high ranks.
- Develop high-level key client relationships to grow customer base by using the customer comments cards and other loyalty programs and tools.
- Oversee processes for quality management.
- Identify, drive and support change management to ensure improvement.
- Recruit, develop and manage staff to establish a top performing team.
- Responsible for disciplinary actions, performance evaluations ,promotions, support, training and development of all personnel.
- Planning, organizing, coordinating, and supervising activities of associates to deliver efficient, speedy customer service and profitable operation.
- Leading and empowering all personnel to ensure that the `service experience is consistently provided for customers through quality Products.
- Developing and maintaining a strong team environment.
- Identifying and implementing a successful marketing plan.



General Manager 2009-2012 Fresh Fruits Company - MEA



Job Description:

- Create concepts and develop them through the MEA.
- Establish franchise and develop it within the targeted areas
- Directs and coordinates the operations of all company departments.
- Report to the chief executive officer.
- Implement the executives' overall plan for the company. Ensures company goals are achieved in all departments in order to fit in with the plan.
- Increase certain product lines and phase out others.
- Ensure that the company goals are clearly communicated to support staff.
- Evaluate all supervisory managers and see if the goals are met.
- Direct all departments' management to achieve their goals.
- Delegate responsibilities, hire good middle managers and give clear, consistent directives to organize their divisions so that the employees know exactly what role each has to play.
- Read and analyze a great deal of information in a short time.
- Write clear reports to the CEO.
- Prepare and communicate the annual operating plans.
- Set company budgets and communicate it to all concerns.



AREA MANAGER

Starbucks Coffee - United Arab of Emirates

2000- 2009



Job Description:

- Drives the efficient and profitable operation of assigned Country Starbucks stores.
- Ensures the Starbucks experience is consistently provided to all customers.
- Ensures store partners are positively led and empowered, quality store operations are maintained, and sales targets are reached or exceeded.
- Ensures efficient and timely rollout of systems, procedures and programs.
- Setting goals for the work group, developing organizational capability, and modeling how we work together:
 - Develops the store management team within the district to deliver legendary customer experiences in all stores.
 - Drives the implementation of company programs by motivating and supporting the store management team within the district to develop and implement action plans that meet operational and organizational objectives.
 - Manages through unusual events to keep district operating to standard.
 - Manages with integrity, honesty and knowledge that promote the culture, values, and mission of Starbucks.
- Plans, identifies, communicates, and delegates key responsibilities and practices to the store management team to ensure smooth flow of operations within the district.
- Reviews branches environments and key business indicators within the district to identify problems, concerns, and opportunities for improvement in order to provide coaching to the store management team to take action and achieve operational goals.
- Developing strategic and operational plans for the work group, managing implementation, and measuring results:
 - Creates district implementation plans to support implementation of regional and company initiatives to achieve both operational excellence and business results. Follows up consistently to ensure accountability to plans.
- Monitors and manages district-wide management staffing levels.

- Ensures management-level partner development and talent acquisition to achieve and maintain district operational requirements.

- Uses existing tools to identify and prioritize communications and filters communications to the store management team within the district.

- Communicates clearly, concisely and accurately to ensure effective operations at the store and district level.

- Providing functional expertise and executing functional responsibilities.

- Accesses external resources to support district-wide operations and to implement district and regional initiatives such as Partner Resources, Marketing, Partner and Asset Protection, Finance, Real Estate, and store development.

- Ensures adherence to applicable wage and hour laws for nonexempt partners and minors.

- Solicits customer feedback to understand customer needs and the needs of the local community.

- Uses management information tools and analyzes financial reports to identify and address trends and issues in district performance.

- Providing teams with coaching, feedback, and developmental opportunities and building effective teams:

- Challenges and inspires teams to achieve business results.

- Develops and maintains positive relationships with partners in the district by understanding and addressing individual motivation, needs, and concerns.

- Ensures teams adhere to legal and operational compliance requirements.

- Manages district-wide branches management team by regularly conducting performance assessments, providing feedback, and setting challenging goals to improve partner performance.

- Manages ongoing partner performance using performance management tools to support organizational objectives.

- Recognizes and reinforces individual and team accomplishments by using existing organizational tools and programs as well as by finding new, creative, and effective methods of recognition.

- Uses and demonstrates effective management principles and practices to create and maintain a successful team of store managers, resulting in an environment where Staff are valued and respected.

KEY ACHIEVEMENTS

- ***1st Rank** Highest Audit score in the whole Middle East 97%
- ***1st Rank** Highest 5 consecutive snap shot result 100% in whole Middle East.
- ***1st Rank** Most profitable Country in the Middle East.
- ***1st Rank** Best cogs % in the whole Middle East.
- ***1st Rank** Highest yearly sales in the Middle East.



RESTAURANT MANAGER AQUARIUM HOTEL, Lebanon 1997- 2000

Job Description:

- Ensuring efficient, profitable and smooth operations.
- Provide an accurate inventory count.
- Leading and empowering all personnel to ensure that the customer service is consistently provided for customers through quality store operations.
- Decision making, problem solving, planning and organizing.



Head Waiter CAVALIER HOTEL 1994- 1997 Hamra, Beirut, Lebanon

Job Description:

- Supervise co-ordinate and schedule the activities of staff who prepare, portion and serve food.
- Set daily targets for each individual to achieve the restaurant goals.
- Train staff in job duties, and sanitation and safety procedures.

BUSINESS RELATED CERTIFICATES & AWARDS

- Mind's Pleasure July 2007
- Area Manager Training Program June 2007
- Bravo Award for achieving the highest Audit score 2007
- Management Coach Mentor Training Program - May 2005
- Coffee Master June 2004 - V.P. New Business Development Starbucks International.
- Bravo Award from Howard Schultz (Chairman and Chief Global Strategist) Starbucks
- International for Successfully completing liaison Activities with colleges and Universities - January 2004
- In Store Learning Coach Training Program - August 2003
- The 5 Day Management Skills Training - July 2003
- Bravo Award in Service, Sales & Savings - July 2003
- Loss Prevention & Fire Training Course - June 2003
- Legendary Service Workshop - August 2003
- Retail Management Training Program - May 2003
- Learning to lead level 2 Training Program - May 2003
- Communicating About Performance Workshop - May 2003
- Managing Priorities Workshop - May 2003
- Supervisory Skills Workshop - May 2003
- Basic Computer Skills Course - March 2003
- Coaching Across Cultures Workshop - December 2002
- Learning to Lead Level One Training Program - November 2002
- Classroom Facilitation Skills Workshop - August 2002
- Core Class Training Program (Certified Barista) - November 2000
- Serve to Win by Majid Al Futtaim & biz-ability - October 2003
- The Secrets of Superior Service by Ron Kaufman - October 2004
- Retail Selling Skills & Service Excellence Training by Majid Al Futtaim & biz-ability - July 2003

OTHER CERTIFICATES AND AWARDS

United Arab Emirates

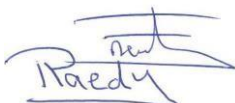
- Ministry of Labor & Social Affairs (Department of special needs care and handicapped care & rehabilitation Center- H.H Maktum we will never forget him) Certificate of Appreciation - February 2006
- Sheikh Hamdan Bin Rashed
Al Nasr. Sport Club
Trophy- May 2005
- Arabian Basketball Championship- 2005
- Dubai Municipality / Certificate of Appreciation - 2004
- Ministry of Labor & Social Affairs (Department of special needs handicapped care & rehabilitation Center) / Certificate of Appreciation - April 2004
- Ministry of Labor & Social Affairs / Certificate of Appreciation - March 2004
- Higher Colleges of Technology, Dubai Women' s College / Certificate of Appreciation - December 2003

Remarks: Including certificates and awards from VIP and Government sectors.

ADDITIONAL SKILLS

- Profit and loss management.
- *Persuading, negotiating, Influencing and interpersonal skills.*
- *Experience in formulating strategies and policies*
- *Entrepreneurial and commercial thinking abilities.*
- *To be highly networked*
- Inventory Management.
- *Strong acumen for Leadership and management*
- *Presenting and Communicating Information.*
- Global Market Knowledge
- *Ability to apply technology and expertise.*
- CSR commitment.
- Planning and Execution
- Leadership/Executive Management
- Effective introduction and management of organizational change.
- Establishment of high-level relationships with key customers.
- Recruitment, training and empowerment of employees to achieve key performance indicators.
- Strong revenue growth and performance excellence.
- People Diversity Management
- Team Building
- Planning and Organizing
- Managing Priorities
- Cost Control
- Training and Development
- Budgeting and forecasting.
- Financial management and financial reporting.
- Financial data interpretation and analysis.
- Opportunity and risk analysis.
- Performance management.
- Quality management.
- Process improvement.
- Market research and analysis.
- Development and Implementation of robust operational process.
- *Computer Knowledge: Windows, Word, Excel, Power Point, Access, Showman, Micros, Omega, Internet, HRSSI and IT*

Best regards,

A handwritten signature in blue ink, appearing to read 'Raed Younes', with a stylized flourish above the name.

Raed Younes