

Highly efficient Operations Manager with experience in directing daily business activities, leading high performing teams, developing business strategies, analysing operations performance, and building client relationships. Experienced in analysing business procedures, identifying operational gaps, and developing strategies to improve performance. Compelling communicator with ability to drive collaboration with engineers, engage clients, and build relationships with vendors. Proficient in English and Arabic. Skilled at supporting cross-functional projects, assigning tasks, allocating resources, and tracking progress. Ability to develop and execute innovative ideas, supporting clients in achieving long term business growth. Accomplished at supporting clients in attainment of business results. Proficient in AutoCAD, Ductulator, Automation Studio, Shop Drawings, and Microsoft Office.

Areas of Expertise

- ♦ Operations Management
- ♦ Customer Services
- ♦ Team Leadership
- ♦ My SQL
- ♦ Budget Control
- ♦ Business Analysis
- ♦ Project Management
- ♦ Drawing and Design
- ♦ Strategic Planning
- ♦ Construction Engineering

Education & Credentials

Masters in Business Administration (MBA)

10/2018 - 12/2020

Lebanese American University, Beirut, Lebanon

Bachelor's in Mechanical Engineering

10/2014 - 9/2018

Beirut Arab University, Beirut, Lebanon

Relevant academic project (Final Year). Produced final year project where I collaborated with engineering teams (civil and electrical) in development of multi-floor parking lot utilizing hydraulic lifts. I led project design and oversaw overall completion of project deliverables.

Lebanese Baccalaureate: Life Science

9/1998 - 9/2013

Saint Mary's Orthodox College, Beirut, Lebanon

Certifications

Certified Lean Six Sigma Green Belt-KPMG India-2021

Plumbing Certificate -NTC- 2016

ICDL Microsoft Office -BAU-2016

Professional Experience

Wide Impact for Consultancy, Dubai Operation Manager

10/2020 - Present

Managed day to day operations and tracked business performance. Supported project manager in developing project scope, assigning tasks, resolving arising issues, and tracking project milestones. Cultivated strong relationships with internal/external stakeholders, leading engagement, and managing client expectations. Controlled budgets, monitored expenses, and generated budget reports for senior managers.

- ♦ Guided managers and senior managers through two-year training program. (During the project the lead instructor became unavailable and I resolved the crisis by efficiently sourcing a new trainer, minimizing interruption to overall training.)
- ♦ Boosted feedback analyses efficiency for development department by migrating feedback programs to Survey Monkey dashboards.

Mechanical Engineering Office (MEO), Beirut, Lebanon

2018 - 2018

Site Engineer

Managed day to day business operations and conducted daily site visits. Led projects, directed planning, and created drawings and designs. Collaborated with engineering teams in execution and completion of special projects. Conducted testing on products and applications.

- ♦ Completed 6-month workload in 3 months without compromising quality and standards.
- ♦ Replaced site foreman for three days after he fell ill, successfully overseeing completion of project and receiving recommendation form company CEO.

Play2play, Beirut, Lebanon

6/2016 - 9/2018

Floor and Operation Manager

Spearheaded daily operations and directed teams. Developed and implemented strategic growth plans. Analysed business performance, created forecasts, and developed strategies to increase profit generation. Performed Human Resources functions, including, screening job applicants, and recruiting high performing staff. Managed play area and ensured compliance with regulations and policies. Improved customer satisfaction through delivery of exceptional customer service.

- ♦ Successfully led team of three staff, ensuring attainment of targets.
- ♦ Improved business performance and sales by assigning tasks to teams and tracking progress, resulting in 20% sales increase in two months.

Internships

Rockland (Electromechanical contracting and trading CO.) Beirut, Lebanon

2016

Site Engineer Intern

Generated reports and performed ad hoc administrative tasks. Conducted mechanical system installations for various high-rise buildings. Gained experience in design and various mechanical systems for high rise buildings and commercial projects. Received training in code of ethics, operating standards, and industry-specific computer programs.

ACW (Arabian Civil Works) Beirut, Lebanon

2016

Site Engineer Intern

Produced Power Point presentations covering functions of complex machinery and devices, educating non-engineering individuals. Gained knowledge on hydraulic and ventilation systems.

Middle East airlines (MEA) Beirut, Lebanon

2015

Site Engineer

Collaborated with teams in troubleshooting issues/cases. Aided inspection and problem analyses of defective airplane. Gained knowledge on engine thrust and aerodynamic systems.