



Omar Ellaz

E-Commerce Operations Manager

Operations manager with 6 years of experience in the retail, e-commerce, and customer service space. Hard-working and goal driven with strong communication skills able to cultivate productive working relationships with team members and partners.

Contact

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Address

Beirut, Lebanon

Education

May 2023

Business Administration

MUBS

2019

Tamer International School

Skills

- **Shopify eCommerce Platform**
- **Canva**
- **Social Media**
- **Mailchimp**
- **Microsoft Office**

Language

English - Native

Arabic - Native

French - Intermediary

Experience

2020 - Present

Mint Basil Market | Beirut, Lebanon

Operations Manager

- In charge of order management and fulfillment through our Shopify platform
- Managed Mint Basil Market's fleet of drivers including on-boarding, training, route planning and order dispatching
- Managed day-to-day interactions with our 200+ suppliers for ordering, invoicing and payment
- Managed our customer service workflow, answered incoming requests and placed new orders accordingly
- Managed the Mint Basil Market warehouse which includes the safe and efficient receipt, storage and dispatch of warehouse goods
- Checked on a weekly our stock and order processing and dispatching data to identify any bottlenecks and update workflow accordingly

2018 - 2020

Lush | Beirut, Lebanon

Shop Manager

- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences
- On-boarded and trained new team members: lush brand, communication guidelines and sales process
- Managed inventory control processes to ensure proper stock levels at all times to meet customer needs.
- Set daily and weekly targets with the sales floor team and keep track of team's progress
- Monitored and replenished display inventory and restructured according to Lush weekly guidelines

2015 - 2017

Adidas | Beirut, Lebanon

Sales & Visual Merchandiser

- Offered hands-on assistance to customers at the Adidas store
- On-boarded and trained new sales personnel on company policies and sales strategies and customer service techniques
- Assisted in developing promotional strategies to move stock faster
- Arranged in-store displays of available products and performed quality inspections
- Managed seasonal window displays

Recognition

Lush Manager of The Year - July 2019

As a Lush Manager of The Year, I was invited by Lush MENA to their Dubai headquarter as recognition for outstanding performance