

SARAH HDEIB

OPERATIONS & PROJECT MANAGEMENT

PROFESSIONAL SUMMARY

Results-driven Operations and Project Management professional with a proven track record in process optimization, business strategy, and project execution. Adept at leading cross-functional teams, implementing cost-effective solutions, and driving operational excellence to achieve measurable results. Expertise in streamlining workflows, improving operational KPIs, and delivering projects on time and within budget across diverse industries. Experienced in Lean and Agile methodologies for scalable and efficient operations.

CONTACT

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Location: Beirut, Lebanon

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WORK EXPERIENCE

Operations & Project Manager, Bathroom Remodeling Department | Feb 2023 - Present

Carpet Wagon Glendale Inc. & Payless Kitchens & Bath Makeover - California, USA

- Promoted from Lead Project Coordinator in November 2023 for driving process improvements.
- Streamlined workflows, reducing lead times by 20%, and implemented performance-based incentive programs.
- Led cross-department collaboration, improving coordination between sales, production, & installation teams.
- Optimized procurement processes, reducing costs by 15% while maintaining quality standards.

Business Consultant – Operations & Process Improvement | Sep 2022 - Present

Self Employed

- Advised SMEs on operational efficiency, business growth, and cost reduction strategies.
- Conducted franchise feasibility studies for QahwaBLK (Beirut) and Malak El Tawook (Amman).
- Designed and implemented workflow automation strategies, increasing overall operational efficiency.

Food & Beverage Coordinator | June 2017- July 2021

Kempinski Summerland Hotel & Resort - Beirut, Lebanon

- Managed daily F&B operations, improving service efficiency by 25% through staff training and process enhancements.
- Implemented cost-saving initiatives, reducing operating expenses by 18%.
- Developed comprehensive training programs, raising customer satisfaction scores by 15%.

ACADEMIC HISTORY

BSc in Hospitality Administration & Management | 2017 - 2021

Lebanese International University

CERTIFICATION

AI for Project Management | Ongoing

Oxford Home Study College

Six Sigma (Short Course) | 2023

Oxford Home Study College

12 Week Leadership & Management Training | 2024

Action Coach

Leadership & Team Development | 2018-2019

Lobster Training by Kempinski

LANGUAGES

English: Fluent | Arabic: Native | French: Intermediate | Spanish: Basic | Turkish: Basic

TECHNICAL SKILLS

- Project Management Tools: Buildertrend, OneClick, Leap, Trello
- Workflow Automation & Process Improvement (Lean & Agile)
- ERP & CRM Systems Implementation
- Budgeting, Cost Analysis, & Resource Management