

Omar El Haddad

Versatile Operations Team Lead adept at taking on routine and complex business challenges with a resourceful and creative approach. Recognized as a driven, dedicated and hardworking leader with a history of streamlining operations and increasing efficiency.

CAREER SUMMARY

Operations Team Lead

Toters Fresh / December 2021 to present

- Identifying and launching 1 new warehouse and relocating 1 warehouse
- Tracking and coordinating the receipt, storage, and timely delivery of goods and materials
- Performing a daily inspection of the warehouse grounds and ensuring compliance with standard operating procedures
- Analyzing order fulfilment data and monitoring employee productivity and utilization

Business Analyst

Toters / June 2021 to December 2021

- Analyzing data to gather insights on how to optimize operations and giving recommendations on how to plan ahead
- Developing an in-depth understanding of the MENA markets and how they operate
- Analyzing competition through benchmarking to identify customers needs and market gaps

Operations Officer

The Scooters / July. 2020 to June 2021

- Optimizing business processes to foster operational efficiency
- Coordinating and leading meetings to inform management and stakeholders of operational challenges and suggested improvements
- Overseeing and directing daily company administrative processes and procedures
- Overseeing full cycle recruiting for over 150 vacancies each quarter
- Providing excellent customer care to maintain and improve customer relations, strengthen loyalty and increase customer satisfaction
- Monitoring daily and weekly key performance indicators to maintain on-track status
- Reviewing and assessing ongoing operations, developing initiatives for continuous process improvement
- Responding to employee questions and requests for information in timely and knowledgeable fashion
- Verifying timekeeping records and handling any discrepancies with employees and customers
- Processing payrolls on regular basis for more than 350 employees

Restaurant Manager

Imara, Jdeideh / February. 2018 to September 2019

- Managing and leading staff
- Overseeing food and service quality
- Developing menus
- Setting and implementing SOPs
- Coordinating daily operations
- Monitoring operations and initiating corrective actions.

Catering Manager

Snob Catering, Mansourieh / August. 2016 to September 2019

- Supervising kitchen preparations
- Equipment logistics & set up
- Preparing event schedule
- Managing casuals, floor plan & table set up
- Coordinating between outsourced operations.

Accounting Agent

Imara SARL / June 2015 to September 2019

- Preparing financial reports
- Scheduling of supplier payments
- Reconciling supplier and bank statements
- Data entry and accounting sheets preparations.

Restaurant Manager

Imara, Dhour Chweir/ May 2017 to September 2017

- Managing and leading staff
- Overseeing food and service quality
- Developing menus
- Setting and implementing SOPs
- Coordinating daily operations
- Monitoring operations and initiating corrective actions.

Floor Manager

Imara, Mansourieh / June 2015 to August 2016

- Monitoring and improving sales
- Briefing staff
- Managing stock levels
- Ensuring customer satisfaction

Waiter

Imara, Mansourieh / June 2014 June 2015

- Pre-service preparations
- Serving tables
- Closing procedures.

EDUCATION

Bachelor of Hotel Management & Tourism Food & Beverage Management

Notre Dame University 2019

- Dean's list Spring and Fall 2017
- Planning and execution of department gala dinners

Baccalaureate in Life Sciences

College des Soeurs des Saints Coeurs, Ain Najm 2015

- Executive Team Member - Missionary Group SSCC Ain Najm
- Assistant Chief - Scouts du Liban Group 34 ML 2
- Volunteer - Saint Paul Charity Mission

SKILLS & ABILITIES

- Staff Management
- Bookkeeping
- Maintenance & Repair
- Project Management
- High Stress Tolerance

LANGUAGES

- **Arabic:** fluent
- **English:** fluent
- **French:** fluent

CONTACT

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