

Marwan Abi Haidar
Nationality: Lebanese
Place and Date of Birth: Jbeil 1/1/1976
Address: Jbeil-Saint Joseph Street
Mobile: 03-849697
E-mail address: marwanabihaidar76@hotmail.com



CAREER PROFILE AND OBJECTIVE

I am an enthusiastic and professional person, who enjoys being part of, as well as leading, a successful and productive team. I'm quick to grasp new ideas and concepts and to develop innovative and creative solutions to problems. I'm able to work well on my own initiative and can demonstrate the high levels of motivation required to meet the tightest of deadlines. Even under significant pressure, I possess a strong ability to perform effectively.

PROFESSIONAL EXPERIENCE

Uniview Dorms

Administration Manager (2022-present)

Millennium Paper Products Factory S.A.L (Paper Stationary Manufacturers)

Deputy General Manager (30/9/2015 – 2022)

- Increases management's effectiveness by recruiting, selecting, orienting, training, coaching, counseling, and disciplining managers; communicating values, strategies, and objectives; assigning accountabilities; planning, monitoring, and appraising job results; developing incentives; developing a climate for offering information and opinions; providing educational opportunities.
- Develops a strategic plan by studying technological and financial opportunities; presenting assumptions; recommending objectives.
- Accomplishes subsidiary objectives by establishing plans, budgets, and results measurements; allocating resources; reviewing progress; making mid-course corrections.
- Coordinates efforts by establishing procurement, production, marketing, field, and technical services policies and practices; coordinating actions with corporate staff.
- Oversees daily operations of the business unit or organization.

Libanpost Head Quarter

Client Support Manager (2014-2015)

- Trained clients to transfer the knowledge of the work done to the client support team.
- Handled customer complaints or any major incidents, such as a security issue or a customer being taken ill.
- Directed and controlled the processing and fulfillment of orders, fielding customer inquiries, and resolving customer complaints.
- Developed procedures, established standards, and tracked shipments to ensure timely delivery.
- Prepared the ISO team with the necessary reports.

Coordination Manager (2013-2014)

- Maintained administrative workflow by studying methods; implementing cost reductions; developing reporting procedures.
- Provided information by answering questions and requests.
- Prepared the necessary reports for the ISO team.
- Forecasted, planned, and managed workload and priorities to ensure high-quality service and internal customer satisfaction.
- Coordinated projects for effective and timely goals achievement, ensuring that all activities met the company strategy in coordination with each assigned project leader.
- Established an efficient communication system between the field and the headquarter departments.

Control Centre Manager (2010-2013)

- Supervised and organized the Operations Coordination Unit efficiently to achieve the assigned objectives and targets.
- Supervised, on a daily basis, the work of the Operations Coordination Unit team to ensure that all requests, inquiries, and complaints were responded to quickly and handled in a professional manner.
- Maintained and developed team spirit and a high level of competence among the team members.
- Followed up and controlled the proper implementation of current and new operational procedures and adherence to these procedures/processes.
- Coordinated the operational activities within different departments in compliance with the established procedures and reported to the department's Manager the findings and recommended preventive/corrective actions.
- Investigated any operation's anomaly.
- Received complaints and incidents from different departments.
- Followed up and monitored the implementation of preventive and corrective actions with the concerned department's manager.
- Followed up and monitored the QMS reports and investigations, reporting the findings and recommendations to the department's manager.
- Initiated analysis, identified and reported key operating indicators to disclose the status of daily operations and developed corrective and preventive actions and monitored their implementation in coordination with the department's manager.
- Proposed process improvements within the department.
- Performed quality control on the operation.

Distribution Administration Manager (2009-2010)

- Reviewed incoming and outgoing shipments.
- Monitored warehouse workers and associated activities; offered assistance to those with concerns or problems on the work floor.
- Ensured that products delivered were stored in an organized manner so that their quality was maintained and accessibility was achieved.
- Created a layout plan that streamlined the storage and retrieval of goods.
- Implemented worker safety and health regulations.
- Planned projects and set objectives for the employees to meet.
- Responded to orders efficiently so that products were delivered in a timely and accurate manner.
- Coordinated with store managers or customers regarding discrepancies and errors in the supply chain process.
- Addressed logistical problems and furnished solutions to these issues.
- Met with other managers to confer about products, shipping times, and distribution issues, among other concerns.

Control Centre Supervisor (2007-2009)

Financial and Operational Internal Auditor (2001-2007)

- Conducted financial, operational, administrative, and general auditing.
- Performed duties in accordance with company policy and standards.
- Conducted audits according to the set plan to ensure adherence to procedures and work instructions.
- Identified potential problems and irregularities to facilitate corrective/preventive actions and reported results and recommended actions to the management.
- Controlled the delivery processes of mail (Parcel, regular, and registered) within the Plant, RVU, PostXpress, post offices, and agencies to measure the quality of delivered services and ensure timely delivery of mail and customer satisfaction.
- Monitored processes of operations to ensure safety, proper performance, and quality of services.
- Monitored the operation at the post offices and agencies counters to ensure accuracy of information, fees calculations, and invoicing.
- Checked and verified short-paid items and formalities in compliance with the related tariff and reported discrepancies to the management to take appropriate actions with customers, post offices, or agencies.
- Monitored the mail deposited at the RVU (weights, quantities, and related invoices) to avoid irregularities and reported findings to the management to take appropriate actions.
- Initiated analysis of any problem encountered, assisted in the development and implementation of corrective and preventive actions.
- Followed up and reported any matter of concern.
- Proposed process improvements within the departments.
- Accomplished compliance work requirements by orienting, training, assigning, scheduling, and guiding auditors.
- Met cost standards by monitoring expenses and implementing cost-saving actions.

- Prepared for audits by researching materials and formulating a plan of action.
- Provided management reports by collecting, analyzing, and summarizing management information.
- Assessed compliance with financial regulations and controls by executing audit program steps.
- Determined the accuracy and validity of financial transactions of the post offices and agencies.
- Conducted site inspection and reported the results to the General Manager.
- Disclosed the contents of the safes and inventory of their assets.

Control Centre Officer (2000-2001)

Letter Carrier (1999-2000)

- Drove the postal service vehicle.
- Hand-delivered mail and obtained signatures.
- Delivered mail to businesses and residencies along an assigned route.

EDUCATION

Lebanese International University (LIU): Business Administration Management
Undergraduate Degree (2003-2004)

Lebanese Baccalaureate 2: Experimental Sciences

SKILLS & ABILITIES

Communication Skills

- English: Read, write, and speak comfortably.
- French: Read, write.
- Arabic: Mother tongue.

Computer Skills

- Comprehensive program in DOS, WINDOWS, WORD, EXCEL, FOXPRO, and ACCESS.
- PowerPoint.
- Outlook.
- Internet.

Other Skills

- Internal audit (financial and operational) training with the business consultant for Canada Post International Limited, Mr. George Reichert.
- Customer Service Specialist.
- Team Management.
- Leader.
- "Stop Your Stage Fright" seminar.
- Training course concerning the Air Cargo Security-CERSA.
- Training course concerning the Techniques for Inspection People and Bags-CERSA.