

Dear Sir,

I am writing to express my interest in a challenging position within your esteemed organization, leveraging my extensive experience in procurement and supply chain management.

I have been holding the certification of Certified International in Supply Chain Management from the International Purchasing and Supply Chain Management Institute (Delaware, USA) since December 2017. My expertise spans various industries and environments, and I possess knowledge of the different laws and fields in the Gulf, Europe, and Lebanon.

As an individual with a proactive approach, I possess strong analytical, managerial, and communication skills. I excel in managerial roles, efficiently multitasking and consistently seeking opportunities to enhance business processes and drive efficiency. Over the course of my fifteen years in the field, I have honed my expertise in various areas, including Supply Chain, Procurement, Purchasing, Operations, Logistics, Transportation, Warehousing, Cost Reduction, Supplier Relationship Management, Sourcing, Negotiation, Strategic Planning, Distribution, Inventory Management, and Team Management. Furthermore, my proficiency in computer systems positions me to effectively navigate and implement any necessary programs.

I am fluent in both English and Arabic, facilitating seamless communication in diverse environments. My comprehensive skill set, coupled with a track record of meeting key performance indicators (KPIs), makes me confident in my ability to contribute significantly to your organization.

To further explore how my qualifications align with your job requirements, I have attached my resume for your perusal. Additionally, you can reach me via e-mail at [effatshamoun@hotmail.com](mailto:effatshamoun@hotmail.com) or by phone at +961-70-682784

Thank you for considering my application. I look forward to the possibility of discussing my suitability for this role in more detail.

Best regards,

Shamoun Effat

# Effat Shamoun, CISC

## Address:

Beirut,  
Lebanon

## Contact Numbers

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## Summary:

- Certified CISC practitioner since December 2017 with fifteen plus years of combined experience in local, regional, and multinational NGOs and organizations.
- Proficiency in supply chain management, purchasing, procurement and logistics.
- Experienced with different industries and environments and knowledge of the different laws and fields of the gulf, Europe, and Lebanon.
- Strong negotiation skills.
- Good analytical, managerial, follow-up, reporting, and communication skills.
- Constantly seeking to improve business processes and drive efficiency.

## Professional Experience:

### **Supply Chain Support**

**01/02/2024 – 28/03/2024**

#### **International Rescue Committee – Ashrafieh, Beirut, Lebanon**

- Support the Supply Chain Team while IRC is shifting to a new ERP system.

### **Field Procurement Manager**

**16/01/2023 – 31/01/2024**

#### **International Rescue Committee – Zahle, Beqaa, Lebanon**

- Cover the procurement of Zahle office and centers.

### **Temporary Transfer Assignment (TTA) Procurement Manager**

**6/06/2023 – 21/07/2023**

#### **International Rescue Committee – Gaziantep, Turkey**

- Working on a compliance report and audit findings covering the emergency period since the earthquake of 6<sup>th</sup> of February and taking the actions needed.
- Launching three tenders after going through a market assessment and supplier database for each category and having a long-term agreement in place.

### **Sabbatical Leave - New York**

**01/06/2022 to 31/12/2023**

- Self-reflection.
- Quality family time.

### **Field Procurement Manager**

**02/05/2017 to 31/05/2022**

#### **International Rescue Committee – Akkar, North, Lebanon**

- Report to Akkar Field Coordinator, Senior Procurement Manager at head office in Beirut and manage a team of one staff (Field Procurement Assistant)
- Cover the procurement of Akkar (Kobayat, Wadi Khaled and Der Dalloum) and support other offices when needed.
- Initiate the procurement decentralization of Akkar office.
- To plan, co-ordinate and organize field level IRC procurement activities in full compliance with IRC procurement procedures and best practices to enable a high quality, efficient and cost-effective procurement process that meets the requests of the services users. (starting by the purchase request technical check in terms of specifications, unit of measure, estimated cost, delivery date until quotation or request for quotations received, negotiation with the supplier if needed, sample received, bid analysis arranged, purchase order issued, delivery of the goods/ service, delivery report/ certificate of completion arranged and payment request)
- Continuously improve and maintain supplier and materials (items) database.
- To analyze and evaluate the key performance indicators (KPI's) on quarterly basis.
- Arrange the requests for quotations, information, proposals/ tenders, and market surveys.
- Work on the long term's agreements (Master Purchase and Service agreements from the tender's publishing to the bid, technical and financial opening with all the site visits and due diligence arrangements, Reports, and minutes of meetings).
- Coach, train, mentor and evaluate staff. Set performance objectives.

- Partnership Procurement capacity building.
- Conduct a procurement orientation/ refresher for new joiners, requestors, programs, budget holders.

#### **Procurement Officer**

**01/09/2016 to 20/04/2017**

##### **Danish Refugee Council – Akkar, North, Lebanon**

- Report to the Area logistics and procurement manager of the North.
- Oversee procurement of all materials and equipment ordered by the projects in line with DRC operations handbook procedures and donor specific policies.
- Ensure that all orders are tracked from point of planning and request through to final receipt. (I.e., Suppliers negotiation, ordering, arranging the purchase order, delivery on time, goods received note, payment request to Finance, make sure all the related documents are in place for filing process).
- Participate in evaluation of bids and proposals and make sure the bids evaluation report, technical evaluation, minutes of negotiation, and negotiated contract in selection of consultants contain all the facts and information required to justify the recommendations made in the report.
- Prepare and amend contract in a suitable format to comply with legal and donor regulations, utilizing DRC templates in accordance with the operations handbook.
- Negotiation with suppliers.
- Assist program colleagues with procurement planning
- Set up the framework agreements
- Responsible for managing the accurate updating of the procurement table, contract tracking sheet and distributing it on a weekly basis
- Arrange a staff procurement induction
- Cover a procurement gap during the first 3 months and a half.

#### **Group Imports Manager**

**01/01/2009 to 31/03/2015**

##### **Rafic Gazzaoui & Co S.A.L. – Beirut, Lebanon**

*Company dealing with Electro – Mechanical products (Import, Export, and distribution).*

*Distributor of Bticino, Lowara, Elbi and Schneider.*

Ensure timely shipment of goods at the least cost possible, through proper order, coordination among suppliers and shippers, and ongoing assessment of performance and cost of services providers.

- Report to the Financial Manager and managing a team of four staff.
- In charge of the central purchasing of the four countries (Lebanon, Syria, Qatar, and Erbil).
- Plan and implement Import strategy and activities consistent with the group's overall strategy to achieve efficiency and cost effectiveness.
- Receive, review and dispatch suggested orders / approved orders for processing.
- Review and validate cost simulation / cost selling calculation as per suggested order as prepared by subordinates, send to senior managements for review and approval.
- Liaise with product managers for any suppliers' modification on initial Purchase order and at receipt of goods.
- Communicate with shipping and clearing agencies as well as insurance companies to ensure best terms for efficient cost-effective processing of PO.
- Liaise with finance division, as well as banks to ensure opening of letter of credits and following its details (acceptance, amendment, maturity date and discrepancies), timely settlement of the different suppliers.
- Liaise with warehousing department for proper receipt of orders.
- Liaise with the inspection's agencies like SGS, BV to expedite the clearance process.
- Keep abreast of current and future changes import / export laws and procedures; tariffs and duties; license and restrictions and in relevant local territory practices.
- Review, approve and submit Import department reports to management.
- Set up the yearly department plan and budget (training, recruitment ...).
- Responsible on the export deals and following its process.
- Work closely with the main customers.
- Lead the supplier performance review and score carding to increase the collaboration with the end-to-end supply chain.

- Maintain the supplier's parameter list (i.e., all the needed details related to each supplier).
- Set the order situation on the system instead of an excel sheet.
- Work closely with the clearing agency, port authority to ensure best services and to speed the clearance process.
- Minimize the lead time of the goods supply.
- Try to minimize the landed factor and the landed cost.
- Set up the logistics and the best shipments mode and routing from all the potential countries up to Erbil.
- Participate in the policies and procedures and the job descriptions of the department.

***Professional Products Division and Sales Manager for L'Oréal professional and Kerastase***  
***01/11/2007 to 15/12/2008***

***Salam Studio and Stores - L'Oréal Distributor – Muscat, Oman***

- Reporting to the General Manager and managing a team of four staff.
- Managing and controlling the department by preparing the yearly budget and by month and following up and analyzing on the sales results versus the budget and forecast.
- Contributing and presenting the PPD Action Plan and strategy and guarantee its proper execution.
- Effecting the monthly and weekly reporting to the GM and the Principal (L'Oreal Middle East in Dubai).
- Organizing and following up day-to-day tasks with the team to achieve the monthly reporting deadlines and budgets.
- Ensuring proper implementation of the supply chain controls (Forecast Implementation items, lead time, ensuring the maintenance of the safety stocks and avoid the out-of-stock items, customer satisfaction, claims, returns, deliveries).
- Implementing the physical inventory counting process of the departments' brands.
- Attending the yearly meetings abroad for all L'Oreal Middle East.
- Conducting market visits and identifies new salons.
- Organizing the seminars, events in the department.
- Reaching the annual budget.

***Category Manager Health and beauty, baby, and pet's department***      ***01/07/2006 to 30/10/2007***  
***The Sultan Center LLC - Muscat, Oman***

*No.1 Retailer in Kuwait with branches in Jordan (Safeway), Oman, Beirut (TSC), & Bahrain*

- Reporting to the country Manager.
- Managing and controlling the departments. (Forecast implementation, assortment, pricing, promotions deal, space planning).
- Participating in the yearly inventory.
- Negotiating and concluding deals with the suppliers.
- Preparing, budgeting, and organizing the yearly Health and Beauty events.
- Arranging the feasibility study for the new products and set the merchandising guidelines.
- Conducting market visits to the Sultan Center stores and the competitors.
- Recommend the stock keeping unit rationalization and arranging the category reviews. (SWOT)
- Exceeding the other operating income set by the management for the health and beauty yearly promotional event.

***Procurement Manager***      ***01/10/2005 to 30/05/2006***  
***Fady Sawaya S.A.L. - Beirut, Lebanon***

*Company dealing with the beauty (Import, Export, Wholesale & Retail), distributor of Orly, Essie and NSI.*

- Reporting to the General Manager.
- Managing the brands (Orly, NSI, Essie and all the foreign products).
- Forecasting and confirming orders with suppliers and ensure adequate processing, authorization, and validation of information / documentation.

- Follow up with internal and external suppliers (accounting department, shipping companies, insurance, and clearing agencies).
- Validating the actual cost of the goods upon arrival to the warehouse.
- Coordinating closely with the sales department to issue the monthly orders.
- Research and development to decide what products to launch in the market.
- Working on the non – moving items.

**Procurement Manager**

**01/10/2002 to 30/08/2005**

**Bitar International S.A.L. - Beirut, Lebanon**

*Company dealing with food (Import, Export, Wholesale & Retail).*

- Reporting to the General Manager.
- Communicating with shipping and clearing agencies as well as insurance companies to ensure best terms for efficient cost-effective processing of PO.
- Forecasting and confirming orders with suppliers and ensure adequate processing, authorization, and validation of information / documentation.
- Liaising with finance division, as well as banks to ensure opening of letter of credits and following its details (acceptance, amendment, maturity date and discrepancies), timely settlement of the different suppliers.
- Preparing the purchase reports to be submitted to the GM.
- Reviewing and update the “Approved suppliers list” on monthly basis to ensure it includes the most up-to-date information.

**Math and Science Teacher**

**01/09/2000 to 30/06/2002**

**Ajyal School - Bshamoun, Lebanon**

- Teaching Math for grade 4 – grade 6 and Sciences for grade 4.

**Academic Education:**

- **Lebanese University / Faculty of Pedagogy, Beirut, Lebanon**, Teaching Diploma, 1996 – 2000
- **Besancon School, Hazmieh, Lebanon**, Secondary Section, Baccalaureate in Philosophy– 1993 – 1996

**Academic and professional Trainings:**

- December 2017 – December 2022: Certified International Supply Chain Manager (CISCM), International Purchasing and Supply Chain Management Institute (IPSCMI) (Delaware / USA).
- December 2014 – December 2019: Certified International Supply Chain Professional (CISCP), International Purchasing and Supply Chain Management Institute (IPSCMI) (Delaware / USA).
- February 2018: Presentation Skills, Mira Cle Beirut, Lebanon
- May 2015: Procurement and Sourcing best Practices, Saber Middle East Beirut, Lebanon.
- June 2014: Fierce conversations, Trace Beirut, Lebanon.
- April 2014: Supply Chain Management Fundamentals, Saber Middle East Beirut, Lebanon.
- September 2013: Stock Control & Inventory Management, Saber Middle East, Beirut, Lebanon.
- October 2010: Incoterms 2010, International Chamber of Commerce -Beirut, Lebanon.
- December 2009: Business English advanced - British Council, Beirut, Lebanon.
- June 2009: Letter of Credit and Incoterms 2000– International Chamber of commerce, Beirut, Lebanon.
- 2008: Sales technique – L’Oréal, Dubai
- 2008: Negotiation skills – L’Oréal, Dubai
- 2008: How to build an effective team – L’Oréal, Malaysia

**Date & Place of Birth:** 12 April 1979, Saida - Lebanon.

**Languages:** Written and spoken fluently: Arabic and English

**Computer Skills:** A particularly good capacity in searching on the internet and using computer programs (Microsoft office: Word, Power point, Excel...).

**References:** Available upon request.