

# **Patsy Elias Jarrouje**

## **Operations Manager**

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Versatile fast learner with more than 15 years of experience in Operations, Project Management, and Business Development. I am seeking a challenging opportunity that allows me to contribute to an ambitious organization's work while also acquiring an enriching experience that contributes to my personal development.

### **PROFESSIONAL EXPERIENCE**

#### **Georges N. Frem Foundation – Jounieh**

##### **August 2023- Present: Programs' Coordinator**

- Improved data management, reducing reporting errors and cycle time by 30%.
- Contribute to program activities and stakeholder engagement, supporting business development opportunities.
- Enhance project execution by monitoring procurement, coordinating logistics, and managing staff schedules, ensuring on-time delivery and cost savings.
- Develop and refined monitoring tools, increasing staff compliance with data quality standards by 10%.
- Simplify document management, reduce retrieval time and implement process improvements.
- Coordinate project distributions, field visits, and handle unforeseen tasks as needed.
- Contribute to gender analyses and strategic decision-making through data evaluation.
- Support in the development and the implementation of the crisis management plan.
- Effectively managed resources to align with organizational goals and priorities.

#### **Lebanese Food Bank Charitable Association – Sin El Fil**

##### **August 2020 – August 2023: Operations Manager**

- Directed daily operations for a team of 15 staff members, ensuring productivity and maintaining 98% compliance with quality standards.
- Enhanced operational procedures to streamline information flow, reducing reporting time by 30%, and improving management reporting.
- Oversaw the distribution of 10,000+ food kits annually to households with 99% accuracy, while managing stock control through regular audits that reduced discrepancies by 20%.
- Maintained strong communication with suppliers, retailers, and donors to ensure smooth operations and resource availability.
- Collaborated with the Executive Manager in weekly strategy meetings to align on organizational objectives, set strategic policies, and support over 10 projects valued at \$50,000 through effective proposal development, planning, and execution.

##### **August 2014 – July 2020: Project Coordinator**

- Communicated effectively and accurately relevant project information to the team and donors.
- Tracked the progress and quality of work being performed.
- Generated volunteering opportunities based on the needs of the organization.
- Ensured volunteers receive proper training and fully understand their responsibilities.

- Maintained databases and undertook any other administrative duties.
- Arranged the daily schedule for employees.
- Ensured quality of all services and processes within the facility.

### **Mommy Made Catering Services - Jeita**

#### ***November 2013 – June 2014: Project Manager at Mommy Made Catering Services***

- Managed USAID grant during this period.
- Oversaw the coordination of sales details, including pre-sale materials and after-sale deliveries.
- Provided timely and accurate quotations and pro-forma invoices to customers, handling inquiries through personal visits, email, phone, and fax.
- Ensured effective communication between new and existing customers.
- Recruited and trained new participants to enhance team performance.
- Developed and implemented systems for improved achievements.
- Organized events in collaboration with various associations and NGOs.
- Managed customer service and performed quality control to ensure high standards.

### **GWR Consulting – Sin El Fil**

#### ***March 2013 till August 2013: Senior Account Manager (Lebanon & MENA Region)***

- Managed Mystery Shopping Operations for Lebanon and the MENA region.
- Network with 45 clients, including luxury brands, hospitality (restaurants and hotels), and retail sectors (automotive, banking), while maintaining high-quality standards.
- Updated clients' standard manuals to ensure current best practices.
- Improved training programs for 20+editors and 100+mystery shoppers.
- Oversaw the recruitment and training of report editors and auditors.
- Coordinated with the scheduling department to profile and train shoppers, ensuring visits are conducted within specified time frames and according to clients' requests.
- Validated reports randomly to maintain high-quality standards.
- Finalized trend reports, analysis, and research to provide actionable insights.

### **GWR Consulting – Sin El Fil**

#### ***April 2009 till February 2013: Hospitality ServiceCheck Manager (Lebanon & MENA Region)***

### **GWR Consulting – Sin El Fil**

#### ***August 2007-March 2009: Account Manager***

### **Lebanon Roots Travel Agency: Kaslik**

#### ***Fall 2006-Spring 2007: Travel & Tourism Training***

### **Four Points by Sheraton Le Verdun- Verdun**

#### ***Summer 2005: Rooms Division Training***

## **EDUCATION**

**Fall 2003-Spring 2007:** Bachelor of Hotel Management and Tourism at Notre Dame University- Zouk Mousbeh

**September 1990-2003:** Lebanese Baccalaureate Part II – Sociology & Economics – Beirut Evangelical School for Boys & Girls – Rabieh

**TRAINING**

- Project Management – CentreMine Credential ID M022-SV20-0381-0119-0011
- First AID Training by CARE International Lebanon
- Mystery Shopping Quality Software Training
- Advanced Food Safety Training
- Customer Service Training
- Hospitality & Restaurant Management (Leadership Skills) Training
- Certificate of Achievement: ISO 9001-2008 Series Foundation Training Course

**KEY SKILLS**

- Fluent in Arabic and English with strong communication skills.
- Quickly adapting to new environments and challenges.
- Skilled in solving complex problems effectively.
- Highly organized and deadline-driven.
- Team player with a positive and collaborative approach.
- Efficient in managing and prioritizing multiple tasks.
- Proficient in Microsoft Office, internet research, and Mystery Shopping software.

**References available upon request**