

Hadi Hoteit

Operations & Administrative Manager | Multi-Sector Leadership

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Beirut, Lebanon

SUMMARY

Dynamic and results-driven management professional with extensive experience leading operations, safety, finance, and customer service functions. Demonstrated ability to oversee multi-departmental teams, optimize workflows, implement compliance standards, and drive process improvements across various sectors. Known for strategic planning, problem-solving, and ensuring high performance through strong leadership and team development. Launched my career at an early age and progressively advanced into managerial roles by demonstrating a strong focus on performance and proven leadership capabilities. Currently seeking a challenging managerial position where I can apply my operational insight and leadership skills to support organizational growth.

EXPERIENCE

Service and Administration Coordinator

Light House Bakery

03/2025 - Present

Beirut, Lebanon

- Supervised the invoicing department and ensured the accuracy, timeliness, and compliance of all billing activities.
- Coordinated call center operations, overseeing staff performance, customer interactions, and issue resolution to enhance service quality.
- Monitored and coordinated showroom operations across multiple locations, ensuring alignment with company sales strategies and customer service standards.
- Liaised between sales, production, and logistics teams to streamline processes, improve efficiency, and meet customer delivery requirements.

Operations & Safety Manager

Amana Fuels

01/2022 - 07/2024

Beirut, Lebanon

- Developed and implemented health, safety, and environmental policies in compliance with local and international standards.
- Conducted risk assessments, safety audits, and hazard analyses to identify potential risks.
- Managed daily operations ensuring safety compliance and monitoring incident reports.
- Led safety training programs for employees to enhance safety awareness and operational excellence.

Internet Services Manager

ElMahata ElKobra

03/2020 - 12/2022

Beirut, Lebanon

- Oversaw daily operations and ensured continuous network availability and performance.
- Handled system upgrades, maintenance, and troubleshooting to minimize downtime and optimize infrastructure.
- Directed technical staff in monitoring network security protocols and enforcing data protection measures.
- Collaborated with internal departments to implement solutions aligned with business objectives.

Financial Operations Supervisor

Jood Whish Money

06/2018 - 03/2020

Beirut, Lebanon

- Administered day-to-day accounting operations, including accounts payable/receivable, general ledger, and payroll processing.
- Prepared financial statements, budgets, and forecasts to support strategic decision-making.
- Monitored compliance with GAAP and internal financial policies through regular audits and controls.
- Executed month-end and year-end closings, improving accuracy and timeliness of financial reporting.

EDUCATION

Master's in Telecommunication Engineering

Lebanese International University

10/2021 - 07/2024

Beirut, Lebanon

Bachelor's in Telecommunication Engineering

Lebanese International University

10/2018 - 07/2021

Beirut, Lebanon

INTERPERSONAL SKILLS

Budgeting	Leadership	Team Management
Operational Strategy	Process Improvement	
Communication	Risk Management	
Health and Safety Compliance	Reporting	
Financial Oversight	Problem Solving	
Analytical Thinking	Attention to Detail	
Time Management	Customer Service	

TECHNICAL SKILLS

Microsoft Office Suite	Logistics Coordination	
Data Entry	Online Procurement	ERP Software
Inventory Control Systems	Shipment Tracking	
Project Coordination Tools	Safety Audit Systems	
Programming	Documentation Tools	
Stock Management Systems	Quality Assurance	
Tracking Systems	Supply Chain	Data Analysis

CAREER INTERESTS

Data-Driven Decision Making

Community Engagement

Strategic Operations Management

CERTIFICATION

Fuel Handling & Safety Training Course

Global Reliable Services (GRS) - 06/2024

LANGUAGES

Arabic	Native
English	Proficient
Spanish	Beginner