

Ziad DAOU

Beirut, Lebanon

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Date of birth: July 10th, 1974 • Lebanese • Male • Married

General Manager

Top-performing manager with extensive experience improving operational efficiency, maximising profits, achieving business objectives and implementing strategies.

— Areas of Expertise —

General Management | Leadership | Business Development | Commercial Management | Operation Management | Strategic Planning & Analysis | Market Research | Policy Implementation and Decision Taking | Revenue Generation | Staff Training & Development | HR Management | Client Relationship Management | Hard-Hitting Negotiations | Key Account Management | B2B Service Selling

— Career Accomplishments —

Increased sales performance in terms of number of jobs accomplished and in terms of value and maintained yearly growth of 20% at ZAD Forwarding & Clearing.

Succeeded in acquiring new key accounts that generated continuous jobs in freight and in customs clearance at ZAD Forwarding and Clearing.

Reduced expenses; increased money collection; brought down and maintained DSO to 30 days at ZAD Forwarding.

Improved operation performance and succeeded in maintaining delivery deadlines at ZAD Forwarding.

In 6 months, performed necessary studies as well as developed and launched a new product at Info Trust.

Succeeded in closing the very first contract with an Emirati group of companies to deliver a new customised management consultancy project. Signed 2M USD contract in 1.5 months at Bureau Veritas.

Enhanced group business lines yearly sales by 30% at Bureau Veritas.

Professional Experience

ZAD Forwarding & Clearing

Beirut, Lebanon

Managing Partner

August 2012 – Present

In charge of the P&L of the Freight Forwarding and Customs Clearance business, focusing on business development and operational excellence across the organization.

Accomplished bottom-line results by leading a professional team and managing the overall business activities covering: daily operations, human resources, finance, sales and logistics. Monitored and analysed financial targets and put in place a reliable pricing structure that corresponds to budget and responds to the company objectives, taking into consideration the market requirements. Led and provided the team with a common strategy and clear operational objectives. Discussed service features with shipping lines / freight forwarders and closed deals on favourable terms. Sourced and captured potential customers, prepared offers and responded to tenders. Bridged the gap between shippers and consignees; interfaced with clients to draft and review orders abided by procurement agreements. Optimized and monitored shipping routes to ensure timely delivery. Met each country import / export needs, produced necessary documents to respond to local authority's requirements in each foreign country and to conduct successful pre-shipment inspections with third parties such as BIVAC / SGS / COTECNA /

- **Reduced expenses by 50% and increased productivity** by creating and implementing a new structure that facilitated communication, permitted delegation and created a better work environment.
- **Accelerated business growth** by developing an efficient management system (processes, procedures, ...)
- **Ensured prompt delivery of orders to customers** by streamlining clearance operations and improving quality of service.

MENA Food Safety Associates (MEFOSA)

Beirut, Lebanon

Consultant (Part time)

November 2023 – January 2024

A three months consultancy contract: For the GCC market, mainly UAE and KSA, explored and proposed the development of MEFOSA business activities in relation to food safety consultancy & training services in addition to food safety technology products (testing and monitoring equipment).

- Analysed the market and prepared a business plan to open a new office in Dubai.

...continued...

- Identified necessary expenses to acquire new license in Dubai and in KSA and proposed the best and less costly solution to be adopted.
- Reviewed and negotiated existing and new agreements with multiple suppliers to improve collaboration.
- Negotiated and signed an agreement with a new distribution company to assist in covering all GCC market.

Antoine International Holding - Librairie Antoine
Commercial Director (Part time)

Beirut, Lebanon
April 2022 – March 2023

For a one-year assignment, my mission was to assist the CEO in implementing the commercial & purchasing strategy:

- Managed a team of 50 employees between buyers and sellers. Supervised & guided activities, solved problems and took necessary and immediate decisions to avoid work interruption.
- Monitored monthly purchasing budgets, stock rotation and margin objectives. Analysed KPIs, evaluated achievements and put in place an efficient incentive plan for branches.
- Managed the relationships with strategic partners, with key customers, local / international suppliers and publishers. Negotiated commercial agreements and monitored shipments.

United Nations Development Programme
Business Development Specialist

Beirut, Lebanon
August 2010 – July 2012

Spearheaded capacity building and territorial development projects within time and budgetary constraints. Created and rolled-out business strategies and carried out feasibility studies and financial plans to gain positive outcomes. Complied detailed project documents and terms of reference in compliance with organisational standards.

- **Adhered to business obligations** by assessing performance and delivering technical assistance to clients.
- Recognised for **sourcing new customers and getting loans from banks**.

Info Trust
General Manager

Beirut, Lebanon
Jan 2010 – July 2010

Led a team of 15 staff to develop a new service with full responsibilities for budget and P&L. Conceptualised and executed group strategies and participated in management group meetings.

- **Achieved organisational goals** through the customisation of an IT software in line with the new service.
- **Re-organized the company structure**, evaluated staff performance, recruited and trained new employees.

Bureau Veritas
Business Development Manager

Dubai, United Arab Emirates
July 2003 – December 2009

For the Industries and Facilities different business lines, strengthened productive relation with customers across different sectors including oil and gas, construction, FMCG, holding groups, government and semi-government entities. Conducted market researches and rolled-out corporate and sales plans and evaluated data to enhance commercial performance. Administered pricing policy and annual budget as per group guidelines and market requirements. Organised and attended events and answered correspondences by interfacing with multiple private and governmental organisation across the GCC and mainly UAE. Implemented CRM software, formulated standard proposals and mitigated commercial risks. Responded to large tenders and negotiated winning bids by formulating clear contracts clauses, specific scope of work and ground breaking methods. Secured several QHSE certification, consultancy, training, inspection projects on-time by serving as project manager and consultant.

- **Ensured smooth flow of department** such as managing, coaching, leading, training and developing a top-performing team of sales representatives and telemarketing executives.
- **Met budgetary requirements and maximised yearly increase of sales performance** through strategic planning and analysis.
- **Augmented profit and led clients' portfolio** by offering different services during system integration projects.
- **Improved clients' knowledge** about BV different solutions by initiating new brochure & marketing materials.

Additional Experience:

Independent Management Consultant - Lebanon (2002 – 2003)

Quality Manager, Camusat – Aprim, Lebanon (1999 – 2001) / **Project Manager** Camusat – Aprim, Jordan (2000)

Analyst / Programmer, Credit Libanais Bank, Lebanon (1996 – 1999)

Education & Credentials

Master of Science in HR Management & Bachelor of Science in Business Administration
Saint Joseph University – Lebanon

Languages: **English, French, & Arabic**