

Noel Rizk

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Professional summary

Operations Manager and talented leader with over 18 years of experience applying exceptional planning and problem-solving abilities toward enhancing business plans and day-to-day activities. Results-driven and resilient in developing teams while improving processes and increasing productivity. Bringing solid understanding of industry trends, excellent communication skills, and talent for spotting areas in need of improvement and implementing changes with strategic approach.

Work Experience

Management consultant, 09/2022 to current (CURRENTLY IN LEBANON)

Self employed – Montreal, Quebec, Canada

- Developed systems and procedures to improve operational quality and team efficiency.
- Managed inventory and supply chain operations to achieve timely and accurate delivery of goods and services.
- Established positive and effective communication among unit staff and organization leadership, reducing miscommunications, and missed deadlines.
- Introduced new methods, practices, and systems to reduce turnaround time.

- Developed and maintained relationships with external vendors and suppliers.
- Assisted in recruiting, hiring and training of team members.
- Supervised operations staff and kept employees compliant with company policies and procedures.
- Negotiated contracts with vendors and suppliers to obtain best pricing and terms.
- Scheduled employees for shifts, taking into account customer traffic and employee strengths.
- Managed purchasing, sales, HR, recruitment and customer account operations efficiently.

Management Consultant, 04/2018 to 07/2022

Self Employed – Beirut, between Lebanon and Canada (remote)

- Assessed operational needs and equipment availability to develop personnel schedules and assignments.
- Reduced time to complete service calls and expertly retained key customers.
- Maintained schedule of service calls.
- Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.
- Recruited, interviewed and hired employees and implemented mentoring program to promote positive feedback and engagement.
- Evaluated employee performance and conveyed constructive feedback to improve skills.
- Opened and closed location and monitored shift changes to uphold successful operations strategies and maximize business success.

Lead Project Manager (oil rigs, Mega Dorms and Camps (1200 rooms camps) 05/2014 to 01/2017

Waste Management of Canada / sustainability services – Fort McMurray, Alberta

- Planned, designed, and scheduled phases for large projects, Managed all environmental projects in Suncor energy, Syncrude energy, Statoil energy, Meg energy, Shell Canada, Total Canada, Cenovus energy in Alberta oil sand territory
- Mentored managers, contactors and subcontractors for Janitorial, health /safety, hygiene/sanitation, food safety, sustainability services and inspectors between 3 districts
- Monitored project performance to identify areas of improvement.
- Coordinated with cross-functional teams to resolve project issues and mitigate risks.

- Achieved project deadlines by coordinating with contractors to manage performance.
- Provided detailed project status updates to stakeholders and executive management.
- Developed and initiated projects, managed costs, and monitored performance.
- Coordinated material procurement and required services for projects within budget requirements.
- Negotiated and managed third-party contracts related to project deliverables.
- Recruited and oversaw personnel to achieve performance and quality targets.
- Verified quality of deliverables and conformance to specifications before submitting to clients.
- Met project deadlines without sacrificing build quality or workplace safety.
- Provided detailed technical and operational direction in project challenges, consistently meeting deliverables according to deadlines.
- Developed and implemented strategic project plans to meet business objectives.
- Facilitated workshops to collect project requirements and user feedback.

Security / safety, Team Manager, (oil rigs, Mega Dorms and Camps) 09/2011 to 11/2013

G4S Secure Solutions - Shell Albian Sands (800 rooms camp) – Fort McMurray, Alberta

- Recorded incident reports with detailed accounts of occurrences.
- Conducted regular patrols of facility to detect and deter security threats.
- Prepared and submitted reports to keep management informed of security activities and developments.
- Oversaw team of security officers, and managed scheduling and performance evaluations, kitchen and food safety, dining rooms cleanliness, medical centres
- Supervised and evaluated security staff performance to determine compliance with safety regulations.
- Monitored alarm systems and CCTV footage to enable prompt attention and response.
- Developed and implemented strategies to prevent and respond to security incidents.
- Managed Shell airport security and 911 emergency Center
- Conducted training sessions for new security personnel to facilitate compliance with security protocols.
- Conducted background checks of employees and visitors to verify clean character records and establish security compliance.

Project Coordinator, (construction, retail and renovation) 08/2009 to 08/2011
Group Rono – Montreal, Quebec

- Generated personal sales to meet or exceed established sales goals.
- Provided prompt, courteous service to every individual entering showroom.
- Drove employee engagement and guest experience through coaching, training and development.
- Managed custom projects by completing initial quotes, design and sample requests.
- Supervised inventory and placed orders to replenish low running supplies.
- Kept showroom expenses appropriate and reasonable to drive operational efficiency.
- Directed sales reps on how to display furniture and other items.
- Implemented daily operating procedures to keep store clean, adequately stocked, and well organized.
- Promoted business' development by building and maintaining relationships with new clients.
- Reduced expenses by renegotiating vendor contracts to eliminate waste and boost cost saving

Business Advisor, (masters degree training) 09/2005 to 11/2006
Saguenay Choppers – Chicoutimi, Quebec

- Offered the company a full business development strategy
- Helped them see a new vision that created new market and clients

Education

Master of Science: Business Management, 09/2006
Université Du Québec À Chicoutimi (UQAC) – Chicoutimi, Qc

BBA: Business Administration, 06/2004
Université Du Québec À Chicoutimi (UQAC) – Chicoutimi, Qc

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| • Alberta Construction safety training CSTC-09 – WHMIS | 10/2011 |
| • Alberta Security and investigation Licence | 09/2011 |
| • First aid and EMS response, defensive driving | 10/2011 |
| • Emergency 911 Dispatch, EMS operations | 04/2012 |
| • Oil sand safety regional Orientation OSSA | 10/2011 |

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| • Alberta Construction safety training CSTC-09 – WHMIS | 05/2014 |
| • Oil sand safety regional Orientation OSSA | 05/2014 |
| • H2s Alive Sulphur | 05/2014 |
| • Quebec construction workplace Safety ASP | 09/2024 |

Skills

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| • General Management | • Multi-Site Operations |
| • Camps and dorms management | • Customer Relationship Management |
| • Project Management | • Team Leadership & logistics |
| • Contract Review and Recommendations | • Operation Monitoring |
| • Business Development Understanding | • Kitchens, dining rooms readiness |
| • Client Relations | safety, waste disposal and reuse |

Languages: Fluency

English, French, Arabic