



# Georges ishak

**GENERAL MANAGER at MG Hotel Supplies**

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**PERSONAL INFORMATION**

Birth date: 10 August 1978  
Nationality: Lebanon  
Residence Country: Lebanon – Beirut

**PREFERRED JOB**

Preferred Job: Factory Manager, Chief Operating Officer (COO), General Manager (GM)  
Field: Management

**WORK EXPERIENCE**

**Total Years of Experience: 25 years, 9 months**

**GENERAL MANAGER at MG Hotel Supplies** June 2024 – Present  
Lebanon – Mansourieh

- Responsible for P&L of the business.
- Set Sales Target & Marketing Strategies
- Leading Sales Forces, HR, Finance (Budgets, Expenses control, Cash Flow), Market Share, Customers Satisfaction
- Strategic Planning and Business Projections.
- Implementing Operations Management regulations and ISO 9001–2015 procedures and KPI Analysis.

**General Manager at Ishtar F&B – Iraq** October 2018 – January 2024  
Iraq – Al Najaf

- General Manager for Ishtar Group in Basra and Al Najaf
- Responsible for the P&L and Business turnover.
- Managing all business departments (Financial, HR, Operations, Logistics)
- Ensuring a high level of customer service and implementing company policies
- Training and Implementing ISO and Lean Program Standards.

**Regional Manager at Vision Limited** November 2016 – July 2018  
Nigeria

- Planning, organizing, directing and running optimum day-to-day operations to exceed our customers’ expectations
- Increasing production, assets capacity and flexibility while minimizing unnecessary costs and maintaining current quality standards
- Managing Sales Target, POS, Marketshare.
- Managing the Budget of Productions, Cots and Controlling Wastage's expenses, responsible for the P&L of the region.
- Recruitment and Training Staffs on Lean Management Program, and following up with ISO9001.

**Regional Operations Manager at Perfetto Co.** October 2011 – June 2016

## China

- Accomplishes regional sales human resource objectives in Asia, by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees in assigned districts; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
- Achieves regional sales operational objectives by contributing regional sales information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying trends; determining regional sales system improvements; implementing change (ERP & KPI).
- Meets regional sales financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Establishes sales objectives by creating a sales plan and quota for districts in support of national objectives.
- Maintains and expands customer base by counseling district sales representatives; building and maintaining rapport with key customers; identifying new customer opportunities.
- Recommends product lines by identifying new product opportunities, and/or product, packaging, and service changes; surveying consumer needs and trends; tracking competitors.
- Implements trade promotions by publishing, tracking, and evaluating trade spending.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks.
- Accomplishes sales and organization mission by completing related results as needed.

## Head Of Operations at Homan Group

May 2007 – August 2011

### Iraq – Erbil

- Improve the operational systems, processes and policies in support of organizations mission specifically, support better management reporting, information flow and management, business process and organizational planning (ERP & KPI)
- Manage and increase the effectiveness and efficiency of Support Services (HR, IT and Finance), through improvements to each function as well as coordination and communication between support and business functions.
- Play a significant role in long-term planning, including an initiative geared toward operational excellence.
- Oversee overall financial management, planning, systems and controls.
- Management of agency budget in coordination with the Executive Director.
- Development of individual program budget invoicing to funding sources, including calculation of completed units of service.
- Payroll management, including tabulation of accrued employee benefits.
- Disbursement of checks for agency expenses.
- Organization of fiscal documents.
- Regular meetings with Executive Director around fiscal planning.
- Supervise and coach office manager on a weekly basis.
- Recruitment and Training new and existing Staffs on their duties and responsibilities.

## Regional Operations Manager at Great

July 2004 – March 2007

### Brands Nigeria L.T.D

#### Nigeria

- Maintains administrative staff by recruiting, selecting, orienting, and training employees; maintaining a safe and secure work environment; developing personal growth opportunities.
- Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
- Provides supplies by identifying needs for reception, switchboard, mailroom, and kitchen; establishing policies, procedures, and work schedules.

- Provides communication systems by identifying needs; evaluating options; maintaining equipment; approving invoices.
- Purchases printed materials and forms by obtaining requirements; negotiating price, quality, and delivery.
- Completes special projects by organizing and coordinating information and requirements; planning, arranging, and meeting schedules; monitoring results (ERP & KPI)
- Provides historical reference by developing and utilizing filing and retrieval systems.
- Improves program and service quality by devising new applications; updating procedures; evaluating system results with users.
- Achieves financial objectives by anticipating requirements; submitting information for budget preparation; scheduling expenditures; monitoring costs; analyzing variances.
- Maintains continuity among corporate, division, and local work teams by documenting and communicating actions, irregularities, and continuing needs.
- Maintains professional and technical knowledge by attending educational workshops; benchmarking professional standards; reviewing professional publications; establishing personal networks.
- Contributes to team effort by accomplishing related results as needed.

**Credit Officer at Gulf Bank**

May 2001 – April 2004

Kuwait

Trainig new interns staff, handling cash, and serving V.I.P customer, and i had a certefecate Staff no.1 in all branches, in sales and customer service, and bringing new deposits, loan, credit cards, having a GULF driving license .

**Training Manager at MC–Donald chain**

July 1998 – April 2001

Lebanon

Managed a team of 15 staff that established MC–Donald chain, and Trainig new interns staff.

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## EDUCATION

**Diploma / Finance ,Accounting. at**

**Polyglot**

**Dora, Lebanon**

**March 2001**

TS3, 3 years diploma in banking, and financing, accounting, plus computer system.

**Bachelor's degree / Pure Math at**

**Lebanese University**

**Fanar, Lebanon**

**June 1999**

1st year university in pure math.

**High school or equivalent /**

**SC.experimental. at ST.Joseph high**

**school**

**Dekeaneh, Lebanon**

**grade: Very good**

**July 1998**

3rd year Science experimental

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## SKILLS

Lean Management, KPI, ISO9001,ERP System, MS Word,Typing 60 wpm,Microsoft office software,internet / Level: Expert  
Computer Software / Level: Expert  
Operations Management / Level: Expert

Leadership / Level: Expert  
Budget / Level: Expert

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## LANGUAGES

Arabic / Level: Expert  
English / Level: Expert  
French / Level: Expert

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## CERTIFICATION

### Executive Diploma

Issued in: June 2009  
Expiry date: This certificate does not  
expire

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## REFERENCES

### Fadi Abi Khalil

General Manager  
BAT – Nigeria  
234. 1425555577  
Fadiak@greatbrands.com

### Oussama Hamoude

Owner – General manager  
Perfetto Company Trading – China  
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### Georges Maouchi

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