

JIHAD H. DAOUK

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Languages: Arabic, English (Fluent Written & Oral)

PROFESSIONAL SUMMARY

A results-driven professional seeking a strategy-based position in a dynamic work environment. Skilled in business research, analysis, and critical thinking, with a passion for supply chain solutions. Extensive international experience working with global teams across various industries. Entrepreneurial spirit demonstrated through self-financing a business unit. Proficient in multi-tasking, sales, finance, audit, and supply chain management.

PROFESSIONAL EXPERIENCE

Operation Manager

Trust Cleaning Company | Lebanon

Jun 2022 – Present

- Developed and maintained Standard Operating Procedures (SOPs) for cleaning various spaces, ensuring quality and consistency across all client sites.
- Directed operations for a cleaning service company, managing a team of 7 staff.
- Enhanced scheduling efficiency and reduced logistical and overtime costs (~1 Driving Hour/Day = 10 liters of Fuel) through a Geographic Information System (GIS).
- Conducted customer satisfaction surveys both through direct questionnaire and through Google Forms.
- Conducted employee performance evaluations and provided staff training.
- Fostered strong client relationships and resolved concerns promptly, achieving high client satisfaction.
- Implemented safety protocols and maintained compliance with industry regulations.
- Successfully grew company revenue by 30% while reducing costs by 14%.

Sales and Procurement Manager

Iradat Offshore Metal Trading | Lebanon

Dec 2021 – Mar 2022

- Managed customer relationships and procurement logistics for steel sandwich panels.
- Opened new markets within the steel construction sector.
- Streamlined trade logistics to optimize delivery processes.

Entrepreneur/Partner

Original Rent a Car Sarl | Lebanon

Feb 2016 – Oct 2021

- Spearheaded the establishment and full management of Original Rent a Car, building the business from the ground up and overseeing strategic planning, operations, and growth initiatives.

- Conducted detailed case studies, including market identification, fact-checking, and break-even analysis, to accurately assess the feasibility and profitability of the business model.
- Developed and executed a comprehensive fleet management strategy, achieving substantial cost efficiencies through integrated car purchase contracts. This included securing favorable terms such as free servicing and buy-back options, resulting in a 20% reduction in overall fleet costs.
- Streamlined operational processes by implementing systems for vehicle rental, insurance, and maintenance tracking, enabling efficient day-to-day management and improving overall service delivery.
- Managed all regulatory and compliance requirements, including preparing and submitting reports to key government bodies such as the Ministry of Finance (MOF), National Social Security Fund (NSSF), Ministry of Transportation (MOT), Customs' Authority, and the Vehicle Registration Authority.
- Post-2021, continued to provide auditing services, attend board meetings, and contribute to the company's strategic decision-making processes through casual consultations.

Raw Material (RM) Purchasing Manager

Energys Group S.A. | Saudi Arabia

Dec 2009 – Oct 2015

- Developed and maintained a broad network of raw material suppliers, both locally and internationally, ensuring a reliable, diversified, and cost-effective supply chain that met business demands and reduced potential bottlenecks.
- Planned material requirements by analyzing historical consumption trends, future production schedules, and projected projects, effectively optimizing procurement processes to avoid supply shortages and inventory overages.
- Sent detailed RFQs (Request for Quotes) to suppliers and skillfully negotiated favorable terms, achieving a 2% to 7% reduction in raw material costs through robust negotiation strategies.
- Performed comprehensive price comparisons and cost-benefit analysis for multiple purchasing options, ensuring the company secured the best value while maintaining high-quality standards in the procurement process.
- Managed the entire procurement lifecycle, from placing purchase orders to preparing payment requests and ensuring timely acceptance of shipments, in alignment with contractual terms and organizational procurement policies.
- Achieved zero custom duties on raw materials (July 2013 to June 2014) through expert use of third-party invoices, modification of harmonized system codes, and strategic reclassification of material names to optimize import processes.
- Identified and implemented cost-saving strategies by evaluating freight, clearing, and forwarding terms, which resulted in significant reductions in logistics and transportation costs.
- Deep understanding of maritime law and extensive expertise in customs clearance, including port, terminal, and container services, allowing for seamless, compliant, and cost-efficient shipment processing.
- Optimized raw material (RM) usage and prequalified finished goods (FG) based on customer specifications, leading to enhanced operational efficiency and product quality assurance.
- Achieved a 24.5% cost reduction on laminated aluminum tapes by optimizing material thickness and 40% savings + 840% higher efficiency of water blocking through the adoption of a full non-woven water-blocking tape design, which was never used in Extra-High Voltage Cables by any producer.

- Reduced filling rope costs by 15% through denier modification and realized a \$90 savings per ton of flat steel (9% to 13%) by installing a rotary steel cutting line, driving significant operational cost savings.
- Led KEMA Labs prequalification for high-voltage cables (110/132/230/380 Kilo-volt), ensuring compliance with industry standards, enabling new business opportunities in the power industry.
- Prepared and applied for custom duty exemptions (2015-2021) and successfully obtained chemical permit decrees, resulting in lower import costs and regulatory compliance.
- Regularly forecasted market trends and analyzed raw material price fluctuations by staying informed on daily market reports, industry insights, and global supply chain trends, enabling proactive and informed procurement decisions.
- Managed insurance claims and supplier-related complaints, working with third-party consultants to swiftly resolve issues and minimize operational disruption.
- Collected and reviewed supplier reports, including recommendations, contract clarifications, and quality assessments, fostering strong supplier relationships and maintaining accountability.
- Implemented supplier risk mitigation strategies, including vendor performance tracking, blacklisting unreliable suppliers, and monitoring historical deviations in delivery timelines and service quality.
- Maintained comprehensive records of supplier approvals and evaluations (2010-2015), ensuring transparency, compliance, and accountability throughout the procurement process.
- Developed an Excel-based system to monitor and calculate deviations in delivery times, pricing, customer service, and product quality, improving data-driven decision-making and supplier performance analysis.
- Prepared formal complaints for defective materials and conducted thorough supplier evaluations, leading to improved supplier performance and stronger contractual agreements.
- Developed annual procurement budget plans and performed quarterly reviews of actual performance versus planned budgets, achieving 15% cost savings in 2013 and 25% in 2014.
- Led the merger of Jeddah Cable with Energya Group, facilitating seamless integration of Energya Wires, Energya Plastics (2012), and Energya Filling Ropes (2014) into the group, ensuring smooth business transitions.
- Successfully implemented a new ERP system following the merger, streamlining procurement, logistics, and overall business processes, improving operational efficiency.
- Achieved ISO9001 certification (2010-2015) and led efforts to obtain ISO14001 and OHSAS18001 certifications (2014), showcasing the company's commitment to quality, environmental management, and occupational health and safety.

Auditor in Charge

Crowe Horwath, Abu Chakra and Co. | Lebanon

Feb 2008 – Nov 2009

- Planned and executed audit programs, ensuring comprehensive review and evaluation of financial operations and compliance.
- Defined materiality thresholds and determined the scope of each audit to focus on key financial elements.
- Conducted sampling of materiality accounts to verify accuracy and ensure compliance with established auditing standards.
- Gained expertise in auditing a wide range of contracts, accounts, and financial entries, ensuring strict adherence to Generally Accepted Accounting Principles (GAAP).

- Prepared detailed financial reports, including auditor opinions, in full compliance with International Financial Reporting Standards (IFRS), providing accurate assessments of financial health.
- Drafted management letters, highlighting all immaterial non-conformities, and proposed actionable recommendations for improving financial controls and processes.
- Engaged in discussions with audited management teams to address and resolve identified non-conformities, ensuring effective corrective actions were implemented.
- Led the consolidation of financial statements, including the consolidation of SABIS Schools and UAE operations, providing a clear financial overview for stakeholders.
- Prepared and submitted accurate quarterly and yearly financial declarations to the Ministry of Finance (MOF), Value Added Tax (VAT) authorities, and the National Social Security Fund (NSSF), ensuring full regulatory compliance.
- Conducted audits across various sectors, including educational institutions, NGOs, credit card services, healthcare, retail, leasing associations, communications, holding companies, and contracting firms, gaining a broad range of industry-specific auditing experience.

Library Keeper

Al Waei Library | Lebanon

2007 – 2008

- Managed academic library operations, overseeing daily activities and ensuring a smooth and organized environment.
- Cataloged and indexed books using a standardized classification system to facilitate efficient retrieval and research for library users, improving overall accessibility.
- Monitored and maintained book lending processes, ensuring accurate records of borrowed materials and timely returns, and reducing the risk of overdue items or losses.
- Coordinated participation in book fairs, conferences, and other events, representing the library and promoting its resources to a wider audience, fostering community engagement.
- Assisted in curating library collections, ensuring a diverse and up-to-date selection of academic resources in line with current research trends.
- Provided guidance and support to library users, assisting with research inquiries, navigating databases, and accessing digital and physical materials, thereby improving user experience.

Merchandise Trainee

Ghandour Food Company | Lebanon

2006

- Managed the sale and distribution of products to retail customers, ensuring timely delivery and maintaining strong relationships to foster repeat business.
- Processed customer orders and invoices, ensuring accurate documentation and efficient fulfillment of goods to minimize errors and delays.
- Followed up on customer payments to ensure timely and accurate financial transactions, reducing the risk of overdue balances and improving cash flow.
- Handled customer inquiries and resolved issues related to orders, delivery schedules, or payments, ensuring a positive customer experience and building long-term relationships.
- Collaborated with marketing and promotional teams to increase product visibility.

EDUCATION & CERTIFICATIONS

- **Certified Professional Purchasing Manager**
American Purchasing Society, Jeddah-KSA, 2014
- **Certified Management Accountant** (Learning System)
Morgan Group, Beirut-Lebanon, 2009
- **B.S. in Business Management**
Business Computer University, Beirut-Lebanon, 2007

SKILLS

- **Supply Chain Management:** Expertise in procurement logistics, inventory control, and supplier relationship management.
- **Operational Leadership:** Proven ability to manage teams, develop SOPs, and enhance operational efficiency.
- **Business Analysis:** Skilled in business research, critical thinking, and strategic planning, with a focus on data-driven decision-making.
- **Cost Reduction Strategies:** Demonstrated success in achieving significant cost savings through negotiation and process optimization.
- **Customer Relationship Management:** Strong ability to foster client relationships, ensuring high satisfaction and loyalty.
- **Financial Acumen:** Extensive experience in budgeting, financial reporting, and auditing, with a solid understanding of GAAP and IFRS.
- **Project Management:** Proficient in leading projects from conception to execution, ensuring alignment with business goals.
- **Regulatory Compliance:** Knowledgeable in compliance requirements and standards across various industries, including customs and procurement regulations.

COMPUTER SKILLS

- Advanced proficiency in Microsoft Office Suite, including Word, Excel, PowerPoint, and Project, with expertise in data analysis, reporting, presentations, and project management.
- Experienced in EPICOR ERP system, utilizing it for efficient enterprise resource planning, including inventory management, procurement, and financial tracking.
- Skilled in Gupta Material Management System, leveraging its functionalities to streamline supply chain operations, including procurement, vendor management, and material tracking.
- Proficient in Silicon Accounting and Financial System, with strong capabilities in financial reporting, general ledger management, and account reconciliation.
- Knowledgeable in Dolphin Accounting System, using it to support financial transactions, budgeting, and cost management.
- Experienced with PIMS Accounting System, managing financial records, expense tracking, and invoice processing for streamlined financial operations.

TRAINING & SEMINARS

- Project Management Professional (PMP) – CMCCO Jeddah, 2011
 - Purchasing and the Bottom Line – Jeddah Cables Company, 2010
 - Case Studies – Crowe Horwath Erbil, 2009
 - Cost Accounting – Horwath Abu-Chakra and Co., 2009
 - Feasibility Studies – Horwath Abu-Chakra and Co., 2009
 - Intermediate Level Audit – Horwath Abu-Chakra and Co., 2008
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References available upon request.