

Rahif Ghandour

Operations Manager

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Nationality: Lebanese

Summary

A dedicated and highly-skilled operations manager with 5+ years of experience across different industries including real estate, facilities, and ceramic tiles. Proven record of reaching sales target and training sales team to achieve corporate results. Specialized in relationship building and closing expert skilled in meeting all deadlines while working in a fast-paced environment

Experience

Lana Bio Cosmetics, Cameroon, Africa

Operations Manager – Logistics & Procurement - 9/2024 - Present

- Developed and monitored logistics budgets, successfully reducing transportation and warehousing costs through vendor negotiations and route optimization.
- Managed end-to-end logistics workflows, including inbound/outbound transportation, fleet coordination, and timely distribution to regional branches and key accounts.
- Implemented process improvements and automation, reducing order processing time, minimizing errors, and Increasing overall warehouse productivity.
- Oversaw national warehouse operations, ensuring efficient inventory control, space optimization, and adherence to safety and quality standards across all storage facilities.
- Coordinated with procurement teams, and sales departments to ensure smooth supply chain operations and alignment with business forecasts.

Nouvelle Parfumerie Gandour, Angola, Africa

Key Account Manager - 1/2023 to 4/2024

- Worked to support sales team and rise against competition
- Collaborated with sales team members to identify growth opportunities and develop strategies to seize them.
- Manage a whole stock and showroom while constantly developing and implementing financial strategies to achieve top-line revenue and drive cost reductions.
- Manage all aspects of store operations, organization, maintenance and purchasing functions.

Cetraco Tiles, Mozambique, Africa

Sales Manager – 08/2020 to 08/2022

- Work with a broad range of internal teams such as marketing, account services, product and ad ops to support sales efforts
- Coordinate with the production and logistic departments, while scheduling shipments and arranging for the collection and delivery of goods to the respective locations
- Assist in the daily operations of the existing import export department, while monitoring multiple databases, and keeping track of inventory
- Provide solutions to issues such as profit decline, employee conflicts, and loss of business to competitors while being in charge of the impact team, receiving merchandise and prepping for sales floor and storage rooms

Ghandour Office, Beirut, Lebanon

Real Estate Manager – 06/2019 to 07/2020

- Act as an intermediary in negotiations between buyers and sellers, generally representing one or the other and comparing a property with similar properties that have recently sold to determine its competitive market price
- Advise clients on market conditions, prices, mortgages, legal requirements and related matters while managing the purchase, sale, rental, or development of properties
- In charge of client relations, financial reporting, preparation of annual business plans and operating budgets, facility management, and tenant & vendor relations
- Manage the financial aspects of a property, through collecting rent, and ensuring that taxes, insurance, payroll and maintenance bills are paid in a timely manner while negotiating contracts with vendors, suppliers, and contractors

Masaha Company, Khalde, Lebanon

Real Estate & Site Manager – 05/2018 to 05/2019,

- Advise clients on the critical sale and purchasing decisions in alignment with their financial needs while counseling customers on the market current status for residential and land markets
- Read and understand drawings, site status and reports, site plans and grounding plans while carrying out periodic inspections of construction sites
- Lead and develop a property management team, while being responsible for client communication and deliverables
- Guide a team to accomplish short and long-term objectives, while identifying areas of improvement for direct reports, and ameliorate team effectiveness and efficiency

Real Estate Agent – 2/2017 to 5/2018

- Assisted clients in buying, selling, and renting residential and commercial properties.
- Conducted property market research and provided professional advice.
- Built strong network of clients through active prospecting and follow-ups.

Education

General Accounting Diploma by the General Directorate of Vocational and Technical Education - Lebanese Ministry of Education and Higher Education - 2022

Lebanese Baccalaureate – 2011

National Evangelical School, Lebanon

Certifications

Professional Sales Certificate – 2022

Middle East Institute, Lebanon

Data Analyst Track – 2021

UDACITY, Dubai

Training of Trainers (TOT) – 2020

Institute of Training Standards, Egypt

Skills & Expertise

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| <ul style="list-style-type: none">• Leadership & Team Management• Communication & Negotiations• Market Research• Business Development• Problem Solving• Project Management• Customer Service• Time Management | <ul style="list-style-type: none">• Employee Training• Negotiations & Contracts• Policies & Procedures• Selling Techniques & Strategies• Microsoft Office• Communication Skills |
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Languages

Arabic: Native | **English:** Fluent | **Portuguese:** Intermediate