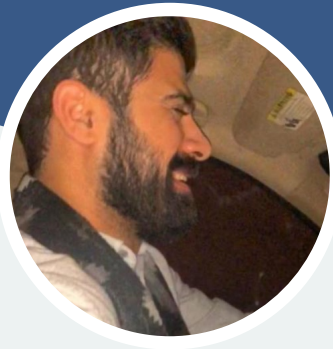



# Walid Bou Khaled

Logistics , Supply & Delivery  
Management



## Personal details

-  Walid Bou Khaled
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-  Beirut Governorate
-  October 27, 1993
-  Lebanese
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## Skills

- Team Management
- Employee Management
- Problem Solving
- Allocations
- Cost Control
- Supply Chain Management
- Supplier Negotiation
- Supplier Evaluation
- Supplier Quality
- Supplier Development
- Supplier Management
- Supplier Sourcing

## Profile

I am someone who is consistently growing themselves and who takes the time to continue learning even though it's not a direct requirement of the job. I find that many times it's a combination of what you study both directly and indirectly related to work.

## Education

**Bachelor's degree, Biochemistry**  
Lebanese International University

Jan 2013 - Dec 2017

## Employment

**Operation Manager (Hybrid)**

Sep 2022 - Jan 2025

ZUU Delivery App, Erbil - Iraq

- Setup delivery app features in coordination with backend developers.
- Create & Manage operations SOP for fleet management , customer care & vendor management.
- Manage customer experience throughout ordering process
- Create payment & commission models for riders , vendors & clients.
- Supply management for office , riders & vendors
- Create accounting flow SOP
- Manage delivery application front end.
- Manage execution timeline for developers , HR recruitment , vendors , supply & trainings based on launching timeline as per company's vision.
- Follow up on departments progress and set daily/weekly/monthly targets.
- Set system automation for each department to reduce human error and company's cost.
- Create contract models for both Riders & Vendors based on performance & Iraq's rules and regulations .
- Rules and regulations implementation for Riders & Vendors.
- Manage process of Rider app , Customer app & Vendor app including integration between apps throughout order process.
- Set targets , cost & profits throughout launching period , H1 & H2.

**Supply Chain Management**

Aug 2021 - Jun 2022

MUNCH:ON, Saudi Arabia

- Negotiate with new suppliers
- Maintain profitable cost per order
- Assist in system enhancements
- Create quotations for suppliers
- Analyze supply chain based on business needs
- Recruit and Train supply team members on daily workflow
- Create system automation in supply field
- Manage supply data
- Handle legality of supply documents
- Recruit & train new riders
- Lunch delivery in new areas
- KPIs and bonus scheme creation for suppliers
- Handle incidents and payments for suppliers
- Weekly meetings for suppliers to maintain good service
- Maintain good number of riders based on daily operational needs

Supplier Relationship Management

Analytical Skills

Project Coordination

Negotiation

Multitasking

Operations Management

Logistics Management

Customer Satisfaction

Sales

Social Media

Sanitation

Microsoft Office

Microsoft Excel

Microsoft Word

Microsoft PowerPoint

Cisco Systems Products

Customer Service

Leadership

Public Speaking

Employee Relations

Management

Omega

Call Center Administration

Complaint Management

Hygiene

Salary

Service Delivery Management

Team Leadership

Team Building

Decision-Making

Teamwork

Presentation Skills

Compensation

- Follow up with supply team on daily achievements

### Operations Associate

Jan 2021 - Aug 2021

MUNCH:ON, Riyadh, Saudi Arabia

- Daily operation control
- Recruit riders based on operational needs
- Train new riders on delivery application
- Train new operation associates
- Maintain on time delivery with best quality
- Coordinate with restaurants on delivery schedule
- Solve daily driver's issues
- Handle rider's payments
- Assist in delivery automation
- Daily meetings to improve delivery service
- Assist team members in operations

### E-commerce operations manager

Oct 2019 - Nov 2020

Spinneys, Baabda, Mount Lebanon Governorate, Lebanon

- Manage all online activity in relation to traffic acquisition, sales and conversion.
- Develop and implement ecommerce strategy in order to improve website performance.
- Work with developers to improve website speed.
- Analyze various data in order to deliver data driven strategies.
- Develop content calendar and oversee website uploads and loading pages development.
- Reviewing the security of checkout pages and payment procedures.
- Creating promotional offers and checking to see that there are uploaded precisely.
- Adjusting delivery zones according to customer needs and order loads.
- Analyze online experience of customer and recommend improvements to same and assess effectiveness of all key metrics and monitor all vendor service level agreement to ensure optimal quality of services to customer.
- Daily order management and order sorting.
- Maintain Optimal level of customer services at all time.
- Manage various internal data sources and web analytics tools to enhance customer experience.
- Assist to increase web presence of company and recommend changes required.
- Control maximum online orders allowed with respect to employee's productivity. -Oversee employee's training and productivity.
- Manage team of 34 employee (Pickers, Helpers, Drivers, Dispatchers, Customer care and Supervisors)
- Analyze daily fleet itinerary and set up gps rules over trucks to ensure productivity.
- Oversee order packaging process and ensure its done as company's SOP. - Ensure order delivery within the chosen slots.

### Operations Manager

Jul 2018 - Oct 2019

Toters Delivery, Achrafieh, Beirut Governorate, Lebanon

Meet KPI targets for order fulfillment and service quality

-Manage daily cash with delivery fleet

-Handle reports daily issues with drivers including attendance , discipline and compensation

-Channel market feedback to technology team to improve customer and driver app

-Schedule making for 14 employee

-Coordinate with distributors for our delivery menu and assign locations for

Performance Appraisal

Project Governance

Business Administration

Recruiting


Call Center Development


Strategy

Communication

Remote Communication Skills

## Languages

English 

Arabic 

distribution

- Help and manage new stores to enter toters app according to pending list
- Schedule making of 400+ drivers
- Creating call center operation to localize center of operation
- Handle drivers legal papers and follow up on them
- Maintain daily daily customers and regain inactive ones
- Strategic planning to enhance delivery operation
- Checking drivers payroll and creating surges plan to motivate drivers .
- Recruit , train and dispatch new drivers according to workloads

### Delivery Manager

Sep 2016 - Apr 2018

DIWAN BEIRUT, Antelias, Mount Lebanon, Lebanon

- Launching Delivery in Diwan Beirut Antelias branch .
- Manage day by day operation Delivery Zonning & time estimated for both antelias and achrafieh branch Boosting Diwan Beirut Achrafieh branch
- Recruiting operators , dispatchers and drivers
- Training staff operators , dispatchers and drivers
- Stock management for delivery packaging
- Schedule making for 14 employee
- Coordinate with distributors for our delivery menu and assign locations for distribution
- Delivery operation from A to Z Ensure human resources policies and regulations are well applied
- Build positive and productive working relationships with customer Perform opening and closing checklists
- Maintain daily sales and regain inactive customers
- Created a basic CRM form to handle customer complaints with call backs - technique to ensure customer satisfaction
- Oversee Food safety standards

### Call Center Manager

Feb 2015 - Jul 2016

Kababji SAL, beirut hamra

Launching call center Zonning for 8 branches delivery Communication between branches Rules and regulations Training old and new staff on call center operation Promote old staff to be leaders Create all reports that are for call center (End of day report – Incident report – Big orders report – Reservation order report – Inactive guests report – Compensation report) Create the form of kababji call center Deal with cisco company (Phones) and omega company for call center system Deal with 8 branches (8 managers) and 2 district managers and train them on call center operation Scheduling for 22 operator Train them on phone call procedure and multi tasking Configure call center state screen for full control over calls Set up a new menu for a better order taking Cisco configuration according to my operation Unify extensions over all kababji branches Made call center as a central control and reporting center for kababji company Technical plan for it department to assign pending duties.

### Delivery Manager

Mar 2013 - Jan 2015

LEIL NHAR, Beirut District, Lebanon

- Operator training on phone script and hold script under leil nhar phone call technique
- Training for delivery drivers on some ethics for a better serving and customer satisfaction
- checking name tags , shaving , and timing for driver orders
- Daily attendance for employee
- Acting as a stock keeper to ensure we have enough packaging in daily use - Customer service (call backs and incident solver)
- Train operators on tough incident cases Handling omega backoffice

- Hiring new staff
- Boosting delivery and planning
- Monthly salary for employees and drivers in addition to monthly driver orders
- Scheduling
- Catering deals and some food combo creation for offices and banks
- Working on spreading leil nhar menus accros beirut district