

## HOVSEP SARAFIAN

Logistics Officer

Beirut, Lebanon

Email: [hovsepsarafian@gmail.com](mailto:hovsepsarafian@gmail.com) | Mobile: +961 81874879 | LinkedIn: [www.linkedin.com/in/hovsepsarafian/](https://www.linkedin.com/in/hovsepsarafian/)

### Professional Summary

Operations and supply chain professional with hands-on experience in procurement coordination, supplier sourcing, and inventory management across compliance-driven environments. Skilled in RFQ preparation, documentation management, and supplier performance monitoring, with a track record of coordinating cross-functional teams and delivering process improvements. Committed to purposeful work, with experience supporting NGO campaigns and charitable fundraising initiatives.

### Professional Experience

#### Operations Coordinator

**Bicester, United Kingdom**

#### Gymshark

**Feb 2025 – Jan 2026**

- Managed daily inventory levels across 5,000+ units — monitoring stock accuracy, flagging discrepancies, and maintaining SKU-level availability through NetSuite ERP.
- Identified and resolved recurring fulfilment bottlenecks through process mapping and operational spot checks, contributing to revisions that reduced stock errors and improved order accuracy.
- Led a 6-person ops team at LIFT;LDN (15,000 daily attendees) — coordinating transfer of 10,000+ personalised and VIP orders under time-critical conditions, maintaining fulfilment targets throughout.
- Monitored overstock and out-of-stock situations across active SKUs, implementing corrective actions to maintain optimal inventory levels and prevent stock imbalances.

#### Support Business Analyst

**Solihull, United Kingdom**

#### EFESO Management Consultants

**Sep 2022 – Jun 2023**

- Analyzed operational data across multiple client engagements, identifying process inefficiencies and translating findings into actionable supply chain and operational recommendations.
- Built 4 Power BI dashboards tracking operational KPIs and performance metrics, supporting management decision-making across client accounts.
- Coordinated with 10+ stakeholders simultaneously to gather requirements, align on priorities, and ensure accurate reporting outputs across cross-functional teams.

#### Junior Logistics Coordinator

**Beirut, Lebanon**

#### Garage Arshav

**Dec 2018 – May 2022**

- Executed end-to-end procurement processes including RFQ preparation, quotation comparison, purchase order drafting, and supplier follow-up — ensuring timely delivery and full documentation compliance
- Managed a supplier database of 50+ local and international vendors, monitoring performance on delivery timelines and quality, and identifying new suppliers through market research and scanning
- Oversaw inventory of 1,000+ SKUs, supporting stock accuracy monitoring, periodic inventory cycles, and discrepancy resolution across warehouse operations
- Coordinated 10+ monthly inbound shipments, handling customs clearance and import/export documentation in line with regulatory and compliance requirements
- Led a 6-person cross-functional team over a 6-month timeline to develop an Inventory Management System proposal, projecting 10% budget savings and presenting findings to senior stakeholders

#### eCommerce & Fulfilment Coordinator

**Beirut, Lebanon**

#### Just Caricature

**Dec 2018 – May 2022**

- Managed inventory planning across 1,500+ SKUs — monitoring stock levels, generating purchase orders, and coordinating with 50+ suppliers to maintain availability and prevent OOS situations across an eCommerce operation.
- Coordinated end-to-end fulfilment operations in partnership with DHL (international) and Wakilni (last-mile), following up on inbound shipments, resolving delivery discrepancies, and sustaining service levels throughout disrupted market conditions.
- Conducted sales analysis to identify demand trends, generating repeated orders and expanding portfolio with 20+ best-selling SKUs — driving 35% revenue growth.
- Negotiated directly with suppliers on pricing and delivery terms, achieving 12% cost reduction and 18% margin improvement while maintaining stock availability targets. • Monitored overstock across active product lines, implementing corrective actions including return orders to suppliers — achieving 25% markdown reduction and 4x stock turnover.

## **EDUCATION AND CERTIFICATES**

### **MSc in Information Systems and Business Analysis**

**Aston University**

**Birmingham, United Kingdom**

**Sep 2022 – Sep 2023**

- Awarded First Class. Dissertation: IoT strategy to optimise automotive industry operations.
- ERP implementation project covering configuration, data migration, and system rollout using Odoo.

### **BBA in Business Computing**

**Holy Spirit University of Kaslik**

**Beirut, Lebanon**

**Sep 2018 – May 2022**

- Participated in entrepreneurial competitions and BEYMUN 2021 Model United Nations conference.

## **LANGUAGES AND SKILLS**

**Operations:** Procurement, supplier sourcing & market research, order fulfilment, inventory management, stock replenishment, records management

**ERP & Systems Knowledge:** NetSuite, Odoo, Shopify, Shopify POS

**Data & Reporting:** Power BI, Microsoft Excel, Google Sheets

**Collaboration:** Cross-functional coordination, 3PL liaison, vendor management, stakeholder communication

**Process:** Workflow mapping, discrepancy resolution, documentation, Agile / Scrum

## **CERTIFICATIONS AND DEVELOPMENT**

**Certification:** Getting Started with PowerBI (Coursera, 2023), PMP - Certificate of Course Completion

(WeGrowMinds, 2021), Introduction to Agile Development and Scrum (Coursera, 2024), SAFe® Agilist (SA) - Leading SAFe® 6.0 (January 2026)

**Volunteering:** British Heart Foundation – Shopfloor Assistant, Birmingham, Green USEK – Upcycling Project