

Aya Ladkani

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Professional Summary

Detail-oriented Operations professional with hands-on experience in quotation management, inventory control, and order execution across retail and production environments. Proven ability to coordinate workflows, manage daily operations, and ensure accuracy and efficiency in fast-paced settings. Strong in cross-functional coordination, problem-solving, and maintaining high standards of quality and organization.

Skills

- Operations Coordination and Execution
- Order Processing and Workflow Management
- Inventory Management and Stock Control
- Quality Assurance and Compliance
- Process Accuracy and Attention to Detail
- Cross-Functional Team Coordination
- Problem Solving and Decision Making
- Microsoft Excel and Office Tools
- Data Tracking and Reporting

Experience

Operations Officer (Order Management & Coordination) – Carte Blanche | Beirut, Lebanon (Mar 2025 – Apr 2026)

- Managed client communications and email follow-ups, ensuring timely handling of quotation requests and production orders
- Prepared accurate client quotations based on detailed specifications and pricing requirements
- Created and managed detailed production orders (POs), ensuring all technical specifications were clearly documented
- Coordinated with graphic design and production teams to ensure smooth workflow and on-time execution
- Maintained structured tracking sheets and accurate records to monitor production data and support operational efficiency

Front of House Supervisor (Operations & Inventory Oversight) – Goodies | Verdun, Lebanon (Jul 2024 – Mar 2025)

- Oversaw daily operations, ensuring accuracy and quality of customer orders across catering and retail services
- Maintained food safety, hygiene, and quality standards in line with operational and compliance requirements
- Supervised staff performance and ensured adherence to service and operational procedures
- Managed inventory through regular stock checks and controlled replenishment to maintain product availability
- Monitored storage conditions, including temperature and hygiene, to ensure consistent product quality

Store Operations Assistant (Part-Time) – Alwan Library | Aramoun, Lebanon (Feb 2022 – Jun 2024)

- Managed daily store operations, ensuring smooth workflow and consistent availability of products and supplies
- Handled customer interactions (in-store and online), including order processing and delivery coordination
- Monitored stock levels and proactively placed orders to maintain inventory balance
- Managed cash handling processes and performed accurate daily cash reconciliation
- Supported financial service operations (Western Union & Bob Finance), ensuring accuracy, compliance, and proper record-keeping

Education

Bachelor of International Business Management
Lebanese International University, Beirut, Lebanon
2020 – 2024 | GPA: 3.6/4.0

Languages

Arabic (Native) | English (Fluent)