

Tanios Dagher

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EXECUTIVE PROFILE

Diligent and detailed-oriented operational and functional Logistics professional, offering over 11 years of experience, of which 9 years in Supply Chain, Logistics, Machinery & Equipment, Sales & Business Development, implementation and maintenance of warehouse management systems, all while being the customer's point of contact, and coordinating with the relevant departments within the organization. Extremely adept in leading sales negotiations, from opportunity recognition through to the commercial discussions, while conducting consultancy meetings in between with the client and third-party suppliers, if any. Showcasing outstanding ability to work well in groups as well as encouraging team members towards accomplishing assigned work in line with the applicable standards.

Proven record in improving the market position of the organization, and getting frozen projects back on track by regular meetings with clients and site-visits. Client Centric approach, where the client's needs coupled with what is best for the operation, are core. Building a network of local suppliers, when need be, to reduce costs of shipping, hence provide competitive quotations. Conducting regular market investigations by doing SWOT analysis, competitors scope, price and technical advantage analysis.

SKILLS SUMMARY

- SOP Documentation
- User Acceptance Training
- Preparing & Conducting Trainings
- Machinery & Equipment Sales
- Automated Solutions Specialist
- Basic SQL Knowledge
- Basic AutoCAD Knowledge
- Supply Chain Market Knowledge
- Logistics Sales & Technical Knowledge
- Warehousing Mgt. & Operational Expertise
- KPI Reporting
- Mathematical and Analytical Skills
- Sales Negotiations
- Team Coordination
- Excellent Communication and Interpersonal Skills
- Customer Relationship Management
- Identifying Decision Makers
- Client Centric approach
- Collecting Master-Data
- Strong Problem-Solving Skills
- Preparing and Conducting Solution Presentations
- Maintaining Confidential Information
- Identifying/Resolving Issues within Project process
- Monthly Performance Reporting

CAREER PROGRESSION

Technica International - Beirut, Lebanon (www.technicaintl.com)

Mar 2019 – Present

Head of Spare Parts

Accomplishments

- Re-structured the Spare Parts dept. with clear job descriptions, accountabilities and target, as it was previously part of the Customer Service Dept.
- Increased the SP revenue by 12% (Apr 19 – Apr 20) despite the economic distress in the region.
- Planned and implemented inspection visits to our installed customer base (KSA / UAE / Oman / Jordan / Egypt). Met with 42 customers, which generated around 70% of the revenue increase, through selling spare parts for wear and tear items.
- Initiated preventive maintenance plans, by creating different modules for them, based on the customer's needs, promoted them during our visits, and were able to sell 10 maintenance agreements to key customers.
- Enhanced customer contact by reconnecting with dormant customers, either through regular calls, or through courtesy visits.
- Automated the "Customer Service Questionnaire" for the SP dept. and shared it with our customers, which resulted in an 88% response rate.
- Worked on a new pricing structure for the department by comparing our margins to competition - built a database of suppliers of components in the region and gathered quotations for different parts that we outsource.
- Created an internal software with the help of a technical resource, to automate the calculation of the cost of internally-manufactured items (which was done manually before), that include different cost elements (raw materials, machining, labour cost,...)
- Having a software experience, I worked with our software integrator to include several enhancements on the internal operation, to facilitate the transactions and communication between the SP and other departments, which enhanced the synergy.
- Conducted multiple meetings to improve internal processes; the business is fast-paced so making sure everything from our end is running as efficiently as possible is a must:
 - Enhanced the SP selection process for projects
 - Reviewed and improved the SP manufacturing process at factory level
 - Reviewed the process for internal approvals, payment processing and invoice generation for SP orders.
 - Improved the SP sales approach related to projects with the Sales depts.

Accomplishments

- Scanned and met with 70% of the “A” players in the Middle Eastern market to explore the need for automation.
- Put 4 projects back on track by having consistent weekly meetings with customers, and arranging reference visits to existing applications.
- Broadened the scope of work of the company, with 6 serious projects in the pipeline, ranging between Food Products, Retail and e-com, as opposed to previously being focused on Beverage customers.
- Acting as a QA resource and handling all project related information while communicating to respective parties.
- Having an operational & software background, I am involved in the technical discussions of the projects as well.
- Proven record of increasing meetings held with customers in the region by 80%.

Duties

- Improving the market position and increasing sales opportunities in the MENA region.
- Meeting potential customers by growing, maintaining and leveraging a network.
- Identifying prospects and decision makers within an organization.
- Planning, preparing and conducting presentations for Clients’ top management personnel.

Accomplishments - WMS

- Acted as Project Manager for 3 successful WMS implementation projects.
- Handled project discussions from Master Data gathering to Go-Live.
- Wrote 12 Standard Operating Procedures in close coordination with clients, to meet their operational needs.
- Designed specific system solutions in coordination with the IT team, based on the Clients’ needs (i.e stock allocation strategies, put-away strategies, pick face locations setup, tailor-made reports, KPIs).
- Conducted 12 training sessions on WMS and Warehousing Best Practices to WMS super-users and Logistics personnel.

Accomplishments – Operations & Business Development

- Signed two top clients in the Medical and FMCG industries for warehousing solutions.
- Met with potential customers for warehousing services, warehouse management system, Distribution & Freight.
- Provided quotations.
- Leveraged connections with existing clients through regular meetings and new products presentations.
- Oversaw the Logistics Department Quality Control; Created a Quality Improvement process covering WMS Data accuracy, Cycle Counts, Archiving and Warehouse Safety & Housekeeping.
- Managed the Logistics Department expenses and end of month invoicing.
- Participated in Management monthly review meetings to assess what was achieved and set forthcoming targets.

- Documented functional WMS requirements based on the Customer’s operational needs.
- Reviewed and tested completed system modifications for functional accuracy.
- Performed Data migration and Configuration tasks.
- Assisted technical analysts with issue resolution.

- Served as point of contact regarding business activity and status.
- Met and collaborated with embassy personnel and built processes that facilitated visa procedures.
- Generated monthly Scorecards, Revenue, Expenses and Backlog reports.
- Managed budget tracking of on-going projects.
- Maintained overview of assignment prospects and potential staffing needs for projects.

EDUCATION

Jun 2008 Bachelor of Business Administration, USEK University - Jounieh, Lebanon
Jun 2003 Baccalaureate in Life Sciences, College Maristes Champville - Tameesh, Lebanon

SOCIAL ACTIVITIES & INTERESTS

Member of the “Scouts Du Liban” association
Performing Stand-Up Comedy since 2008
Track & Field Competitive Runner
Accomplished Drummer & Percussionist

PERSONAL DETAILS

Date of Birth: 6 Mar 1985
Languages: Arabic, English and French

Nationality: Lebanese

Marital Status: Single
Driver's Licence: Lebanon and UAE

References available upon request