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# CURRICULUM VITAE

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**DATE OF BIRTH:** June 18, 1972 – Lebanon

**MARITAL STATUS:** Single.

**SKILLS:**

- Courses in **EFFECTIVE COMMUNICATION SKILLS**, year 2004 at LEBANESE AMERICAN UNIVERSITY - JBEIL
- Course in **PURCHASING: THE COMPLETE CYCLE**, year 2004 at INDEVCO TRAINING CENTER - AJALTOUN
- Course in **BUSINESS ENGLISH**, year 2003 at AMERICAN LEBANESE LANGUAGE CENTER – JOUNIEH
- **ISO 9001:2000 QUALITY MANAGEMENT SYSTEM STANDARD – INTERPRETATION & IMPLEMENTATION**, year 2003 – MANAGEMENT INTEGRATED CONSULTANTS
- **SAFETY , SECURITY & RELATED LOSS-PREVENTION SEMINAR**, year 1999 at INDEVCO TRAINING CENTER

**EDUCATION:**

- TS3 technical studies as **GENERAL MECHANIC** – 1995 – INDUSTRIAL TECHNICAL INSTITUTE DEKWANEH
- One year **MATHEMATICAL STUDIES** – 1991 – LEBANESE UNIVERSITY – FANAR
- 3<sup>RD</sup> Secondary **MATH SUBJECT** – 1990 – OFFICIAL HIGH SCHOOL - JBEIL

**LANGUAGES:** ARABIC – FRENCH – ENGLISH

**RELATED SKILLS:**

- Microsoft Office
- ERP System
  - Dolphin Software & Visual Dolphin Software
  - Navision Software

**PROFESSIONAL EMPLOYMENT**

**CK LINE – JOUNIEH – LEBANON:** web: [www.cklinesarl.com](http://www.cklinesarl.com)  
From January 2019 – Till December 2021

**COMMERCIAL MANAGER** - Reporting to the General Manager

**RESPONSIBILITIES**

- Devise and implement a comprehensive Revenue, Sales & Marketing strategy.
- Managing organizational procurement and sales by developing a business plan that covers sales, revenue and expense controls.
- Managing the sales team, delegating assignments and follow up, motivating and enhancing sales performances and revenues.
- Understand and define the competitive position of the product in the market environment.
- Monitor and evaluate existing revenue sales and marketing activities including budget's forecast and business goals. Effect changes in these activities where appropriate.
- Implement new customer acquisition strategies
- Manage existing client relationships
- Understand the requirements of customers
- Collaborate with the Designers & architects & consultants firms to specify the products that we work with in their projects

**COMMERCIAL MANAGER** - Reporting to the General Manager

**RESPONSIBILITIES**

- Develop and implement commercial strategies according to company goals and objectives aiming to accelerate growth.
- Managing organizational procurement and sales by developing a business plan that covers sales, revenue and expense controls.
- Managing the sales and procurement teams, delegating assignments and follow up, motivating and enhancing sales performances and revenues
- Negotiating with suppliers to secure best price and advantageous terms.
- Continuously seek new sources and select of key suppliers
- Identify and make contact with potential new customers with a view to securing new projects long term.
- Bid on new projects in collaborating with the bidding department and negotiating the best contracts to ensure maximum profitability.
- Analyze data and generate reports to identify potential for business growth.
- Handling and resolving customer complaints in collaborating with the technical department and factory & sites manager.
- Develop and maintain a professional relationship with existing and new clients to ensure they are satisfied with the company's performance and to identify their future needs and requirements.
- Achieve set turnover targets/budget targets.
- Work closely with the project team; ensure optimum delivery of the project while exercising control of costs, procurement and supply chain.
- Preparation and agreement of final accounts in collaboration with the account department.
- Dispute resolution / settlement of contractual claims.
- Keep the Board of Directors informed of market opportunities and business development.

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**WORLD OF HOSPITALITY – AMMAN – JORDAN**; web: [www.world-of-hospitality.net](http://www.world-of-hospitality.net)

From January 2011 – Till October 2013

**REGIONAL MANAGER** - Reporting to the General Manager

**RESPONSIBILITIES**

- Achieving business goals and revenue targets.
- Handle public relations and client relationships.
- Constantly build and improve company image and look for more ways to improve further its promotion.
- Handle the sales and management team in various planning and execution of the operations.
- Set up targets and make sure that deadlines are always met by branch managers.
- Supporting branch managers as well as conducting regular performance appraisals.
- Overseeing daily operations, managing budgets, and setting performance objectives.
- In marketing role, bringing in more clients for further improvement of sales.
- Developing and implementing business, marketing, and advertising plans.
- Planning, evaluating, Analyze problems and optimizing operations to be efficient and cost-effective.
- Ensuring products and services comply with regulatory and quality standards.
- Ensuring company standards and procedures followed.
- Preparing and presenting monthly, quarterly and annual statements, analyses and reports of sales, operations and finances.
- Dealing with escalated customer issues.
- Collaborate with the Designers & architects & consultants firms to specify the products that we work with in their projects

**ALUMCO s.a.l. – CHWEIFAT – LEBANON**; web: [www.alumcogroup.com](http://www.alumcogroup.com)

From February 2008 – Till December 2010

**PROCUREMENT MANAGER** - Reporting to the CEO

**RESPONSIBILITIES**

- Monitor and update relevant departments regarding price fluctuations of goods and supplier pricing.
  - Negotiating with suppliers to secure advantageous terms.
  - Reviewing existing contracts with suppliers to ensure on-going feasibility.
  - Communicating with management regularly regarding the efficient flow of goods and services affecting production.
  - Managing a procurement team and delegating tasks across departments when necessary.
  - Prepare Pre-Qualification sheet for suppliers after visiting their premises and check their products.
  - Maintains a classification file for all suppliers contains all relative information.
  - Register in the Approved Supplier List all approved suppliers with proven good past experience.
  - Monitoring the supplier's performance, conducting annual evaluation, and maintaining the Supplier's List.
  - Obtains alternative quotations, suggests most appropriate supplier.
  - Conducting market studies and trends and make-or-buy studies.
  - In terms of budget, should ensure that No procurement is carried-out if not mention in the B.O.Q. or with over budget value. In this case the requisition will be returned to the issuer or pass it to the Management.
  - Establishing the L/C and its related documents and carry out the negotiation.
  - Approving purchase orders and organizing and confirming delivery of goods and services.
  - Follow up with suppliers the Purchase Orders to ensure timely delivery and update the purchasing log accordingly.
  - Approve the matching between all delivery slips relative to purchased goods and services along with inspections sheets if applicable and related invoices.
  - Issue a claim addressed to the supplier in case defective items supported by quality control report and inform the insurance company about the case.
  - Monitors the shipments and ensure that all shipments are matching with orders requirements.
  - Managing logistics (import, cross, documentation, shipping, clearing).
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**GLASSLINE INDUSTRIES s.a.l. – CHWEIFAT – LEBANON**; web: [www.glasslineindustries.com](http://www.glasslineindustries.com)

From October 2007 – Till January 2008

**PROCUREMENT MANAGER** - Reporting to the Managing Director

**RESPONSIBILITIES**

- Prepare Pre-Qualification sheet for suppliers after visiting their premises and check their products.
- Maintains a classification file for all vendors contains all relative information.
- Register in the Approved Vendor List all approved vendors with proven good past experience.
- Monitoring the vendor's performance, conducting annual evaluation, and maintaining the Vendor's List.
- Obtains alternative quotations, suggests most appropriate vendor, follows up purchases and reviews documents upon receipt of the goods/services.
- Conducting market studies and trends and make-or-buy studies.
- In terms of budget, should ensure that No procurement is carried-out if not mention in the B.O.Q. or with over budget value. In this case the requisition will be returned to the issuer or pass it to the Management.
- Establishing the L/C and its related documents and carry out the negotiation.
- Follow up with suppliers the Purchase Orders to ensure timely delivery and update the purchasing log accordingly.
- Approve the matching between all delivery slips relative to purchased goods and services along with inspections sheets if applicable and related invoices.
- Issue a claim addressed to the supplier in case defective items supported by quality control report and inform the insurance company about the case.

## **ZAKKA MULTITEC GROUP**

From November 2004 – Till September 2007

### **MULTIPLE PACKAGING TECHNOLOGIES TRADING CO.LTD – TELAA ALI - JORDAN**

Web: [www.zakkamultitec.com](http://www.zakkamultitec.com) - Member of ZAKKA group

From February 2007 – Till September 2007

#### **OFFICE MANAGER** - Reporting to the Managing Director

##### **RESPONSIBILITIES**

- Effectively manage business in assigned database through a transactional and solution-oriented selling approach.
- Determine customers' requirement needs, and prepare proposals to sell services and agreements to complete sales that address these needs. Oversee and approve accurate billing to clients based on agreement.
- Maintain relationships with clients to build business, providing advice and information, training in existing products / services / suggestions for new sales and issues prompt notes for shipment follow up and status.
- Achieve sales targets through direct sales and tenders.
- Lead and manage a sales team, monitoring personal performance and development, and arranging training in co-ordination with product.
- To carry out appropriate research on competitors, analyze their strength and weakness and provide detailed reports to management.
- Coordinating and controlling the order cycle and associated information systems.
- Monitors the stock availability for Sales Target and inter-transfers stock between dealerships on short and long term.
- Negotiate with key suppliers and logistics service providers on contract issues in order to ensure best value purchasing terms are obtained.
- Prepare management information reports in order to ensure that the Management has the relevant information needed to support strategic decision- making.
- Managing logistics (import, export & cross shipments, documentation, shipping, insurance and clearing).

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### **ZAKKA MULTITEC s.a.r.l. – FANAR – LEBANON**; web: [www.zakkamultitec.com](http://www.zakkamultitec.com)

Member of ZAKKA group

From November 2004 – Till January 2007

#### **PURCHASING OFFICER** - Reporting to the Managing Director

##### **RESPONSIBILITIES**

- Continuously seek new sources and Select of key suppliers (in conjunction with requisitioning department), and management of trading relationship with suppliers (prices, terms, volume discounts, quality & service issues).
- Send requests for quotations to various suppliers, shipping agencies and clearing agencies.
- Evaluate the offers and sign the purchase orders.
- Check and approve the invoice and order acknowledgement verses the purchase order.
- Follow up order status, shipment mode, transit time, clearing and storage delivery.
- Establishing the L/C and its related documents and carry out the negotiation.
- Coordinate with sales for product delivery and arrange for pick and delivery to the destination.
- Ensures proper documentation, including transit documents and customs clearances, exists for shipments. Ensure documentation is accurately processed, distributed and released to carrier, forwarders, customers and agents in a timely manner.
- Managing logistics (import, export & cross shipments, documentation, shipping, insurance and clearing).

## **INDEVCO GROUP**

From November 1996 - Till October 2004

**PHOENIX MACHINERY s.a.l. – SAFRA – LEBANON**; web: [www.phoenixlb.com](http://www.phoenixlb.com)

Member of INDEVCO group

a) From June 2001 – Till October 2004

**PURCHASING OFFICER** - Reporting to the General Manager

### **RESPONSIBILITIES**

- Send requests for quotations to various suppliers and sub-contractors evaluate the offers and sign the purchase orders.
  - Follow up the status of the orders to ensure on-time delivery and minimize cost.
  - Check with the stores on materials / parts stock status.
  - Regularly provide concerned parties with the proper feedback.
  - Check and approve supplier and sub-contractor's acknowledgement and invoice verses the purchase order.
  - Conducts market studies and trends and make-or-buy studies.
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b) From September 1998 – Till May 2001

**WAREHOUSE OFFICER** - Reporting to the Account Manager

### **RESPONSIBILITIES**

- Follow up implementing the ISO system in the warehouse department.
  - Supervise uninterrupted delivery of orders keeping organizational strategy.
  - Efficiently manage the stores to achieve success in customer satisfaction and to keep sales and fulfillment operations running smoothly.
  - Stock Control keeping the **minimum stock level** and preparing the **replenishment orders**.
  - Hands on involvement in all aspects of the distribution operation (Returns, Receiving, Restock and Transfers) and Generate daily reports of delivery, incoming stock, discrepancy.
  - Supervise warehouse inventory on monthly basis and conduct bi-yearly physical stock count as per standard auditing procedures.
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**SANITA s.a.l. – HALAT – LEBANON**; web: [www.sanitalb.com](http://www.sanitalb.com)

Member of INDEVCO group

From November 1996 – Till August 1998

**PLANT MANAGER ASSISTANT** - Reporting to the Plant Manager

### **RESPONSIBILITIES**

- Spare parts stock and preventative maintenance programming.
- Transportation study and analysis.
- Personnel department assistant and time sheet checking.
- Production reporting and evaluation program.