
 ahmadalgammal89@gmail.com

 +201023122011

Address

Tanta - El Gharbia, 31511, Egypt

Date Of Birth

1/1/1989

Languages

ArabicNative

EnglishAdvanced

Skills

Supply chain distribution

Supply Chain Management

Management information systems

Budgeting and forecasting

Project development and life cycle

Work flow planning

Strategic partnerships

Fluent in English

Operations oversight manger

Performance Evaluations

Data analysis

Profile

Seasoned Operations Manager and talented leader with 3 years of experience applying exceptional planning and problem-solving abilities toward enhancing business plans and day-to-day activities. Results-driven and resilient in developing teams while improving processes and increasing productivity. Bringing solid understanding of industry trends, excellent communication skills, talent for spotting areas in need of improvement and implementing changes with strategic approach.

Work experience

Operations Manager, ON Market Company

Egypt | May 2020 - Jul 2023

- Identified and resolved unauthorized, unsafe, or ineffective practices.
- Established positive and effective communication among unit staff and organization leadership, reducing miscommunications, and missed deadlines.
- Devised processes to boost long-term business success and increase profit levels.
- Set, enforced, and optimized internal policies to maintain responsiveness to demands.
- Introduced new methods, practices, and systems to reduce turnaround time.
- Implemented process improvement to shape organizational culture, optimize procedures for higher efficiency and help company evolve and grow.
- Led hiring, onboarding and training of new hires to fulfill business requirements.
- Developed and implemented strategies to maximize customer satisfaction.
- Observed each employee's individual strengths and initiated mentoring program to improve areas of weakness.
- Analyzed and reported on key performance metrics to senior management.
- Handled problematic customers and clients to assist lower-level employees and maintain excellent customer service.
- Supervised operations staff and kept employees compliant with company policies and procedures.



Natural leader



Operations management



Unsurpassed work ethic



Lean manufacturing and quality systems



Supply chain logistics



Strategic planning



Finance background



Sales background



Complex problems analysis



Staff Management



Report generation



Business Development



Startups and turnarounds background



Logistics Management



Superb time management skills



Advanced training in ERP system and Power bi system



Customer relations specialist



# Achievements

Earned the “The perfect employee” Award in 2021 & 2022 for Increasing the company's sales growth rate by developing effective strategies and raising the efficiency of work teams  
Increasing the gross merchandise volume (GMV) of the company's productivity by developing strategies to raise the efficiency of the work team and follow up on performance indicators for employees and working as one work team, that raised confidence between employees and higher management for raising employee loyalty, which led to wonderful result attracting investors to the company, and an investment round was obtained that led to the expansion of the company after it was a startup.

## Studies and education

Bachelor's Degree in Social service, Kafrelsheikh University (KFS)

Kafrelsheikh | 2005 - 2009