

Nourhan Abed Abd El-Hameid Ghazy  
 Nasr City, Cairo, Egypt, (+20)1003431969, [nourhan.abed.ghazy@gmail.com](mailto:nourhan.abed.ghazy@gmail.com)



## Personal Profile

A highly motivated and experienced (Supply Chain Middle Manager - Marketing & Sales Manager - Project Operation Manager) with a proven track record of successfully leading and implementing process improvements across all areas of the mentioned fields/initiatives and teams within global companies.

Supply Chain and Logistics Management:	Demand Planning	Inventory Planning	Transportation and Logistics
	Production Planning	Inventory Control	Distribution Channel
	Purchasing Manager	Warehouse Management	
	Outsourcing		
	Order Handling		
Marketing and Communication Management:	Marketing Manager	Customer Support	
	Global Events Manager	People Management	
	Communication Manager	Customer Service	
Project Management	Projects and Operation Manager		
	Projects Control Manager		
	Project Operation Handling Manager		

## Career Objective

To obtain a challenging position that will allow for growth and a chance to use rather than to contribute my educational and job experience.

I can accomplish my professional objective in a system where I can acquire a position with a company utilizing my skills, improve my ability and find room for creative and exceptional work.

## Education

11/2011 – 12/2013	MASTER OF BUSINESS ADMINISTRATION / SUPPLY CHAIN MANAGEMENT & Logistics From ARAB ACADEMY FOR SCIENCE AND TECHNOLOGY
06/2001 – 06/2005	BACHELOR DEGREE/ GREEK & ROMAN ARCHAEOLOGY From AIN SHAMS UNIVERSITY

## Certificates

- CSCP Certificate (Certified Supply Chain Professional Certificate)
- Shipping Course Certificate (Logistics and transportation training Plan) from W.T.O.I (World Trade organization Institute).
- Team-Misir Engineering & Management Consultants on (International Marketing & Export).
- (Presentation Skills) from American Chamber.
- (Leadership Challenge) Program.
- (Office Management) from the German Chamber: (Filling- Communication– Time Management – Business Writing).
- (Timing is everything).
- Global Business English Online.
- Logistics Training Online.
- Power point professional Course.
- Communication Skills (New Horizon Center).
- Negotiation Skills (New Horizon Center).

## Work Experience /Achievements /Projects Done / Scope of Work

From 2005 till 2010: ABB Egypt (Export Sales - Order Handling & PO Registration)  
From 2010 till 2012: ABB Egypt (Marketing - Communication & Events Coordinator)  
From 2012 till 2016: ABB Egypt Transport Trade & Logistics Center (Logistics Specialist)  
From 2016 till 2018: ABB Egypt Supply Chain (Planning and Purchasing Specialist)  
From 2018 till 2019: ABB Egypt Business Support (Project Management & Customer Support)  
From Dec 2019 till Now: Free Lancer Companies Projects:  
 (Marketing & Sales Manager) for El Gammal Group Industries  
 (Projects – Export & Marketing Manager) for Alkimam for Trade and Paramount Harvest  
 (Project & Operation Manager) for (COP 27 year 2022 - Sharm El-Sheikh Project)  
 (Supply Chain Consultant & Supervisor) for EFS Facilities Misr

## **Worked In:**

### **ABB Egypt Supply Chain Specialist – Customer Support – Project Management:**

- Supplier & business support.
- Monitoring & handling the work process between the Supply Chain – Finance & the Logistics.
- Purchase Order Creation.
- Pro Supply Egypt Coordinator.
- Sourcing Coordinator.
- Helping in the materials custom's clearance till arriving to the store.
- Project Management & Order Handling: Means to work on the business plan the whole manufacture process along with the logistics movement and clearing part till the arrival of the materials for all the projects plan to the factory
- Giving Reports to the Top line Managers for a business situation View.
- Making KPIs for the materials delivery lead time for Suppliers and Logistics.
- Having a full complete file data for the suppliers about every function we work with.
- Customer support for the business sake.
- Going through the Whole Supply Chain Process from requesting the materials till the customer product delivery.

### **ABB Projects Done:**

- Control Pay Project Program (to connect all the forwarders together in one program software to handle the whole shipments starting from the materials ready for dispatching, offers rates, booking details, comments, till the shipment arrives and ending with the payment settlement).
- Software program on SAP to Link between three sides (Suppliers – Purchasers– Logistics-all complete entry data with its transactions on SAP with full completed reports).
- TMC Program applying in Egypt (this is a logistics service for centralizing all the logistics work and it is applied in Egypt for me I am handling the business part for smooth transferring the work process between the logistics and the Supply Chain managements).
- Shipments Consolidation in Italy to Egypt by Sea (An agreement has been made between me in ABB Egypt and the Business contact Person in ABB Italy to agree on consolidating the shipments to move it once a week in a 40 FT Container by Sea rather than sending one Air Shipment every day).
- Target achieved to control the TNT shipments not to be intercepted for the weights less than 40 KG.
- Succeeded to communicate with the supplier for a material very short delivery time for the emergency cases for a fast customer project delivery.

## **Free Lancer Projects Done for the Companies:**

### **1- (Marketing & Sales Manager) for El Gammal Group Industries:**

Putting a marketing and sales System for the Sales and Marketing team to work with the customers through this system and to who to handle the customers' needs and complains professionally to enhance the company good relation with the customers and for gaining new customers for the business growth.

### **2- (Local Projects & Marketing Manager – Suppliers Sourcing & Export Products) for Alkimam for Trade and Paramount Harvest:**

- Applying a new strategy for the Local Projects in the market (including the products manufactured and distributor for the consumers – sellers).
- Sourcing and searching for a reliable suppliers for exporting the products to the required destinations abroad.

### **3- COP 27 Project: Project Operation Manager:**

COP 27 – Sharm Project Leader for the Smart Transportation in Sharm – (a high new smart level for the Ministers and Public transportations).

Responsible for the smart transportation for the event:

- Products materials supplying and installation in the buses.
- Buses Startup working on the ground.
- Making sure that everything is going well till the end of the event.

### **4- (Supply Chain Consultant & Supervisor) for EFS Facilities Misr:**

**Project Done Building the whole supply chain department**

- **Creating a system and registration forms for the suppliers including their assessments required quarterly.**
- **Creating and helping to build a supply chain full organization department and to help through the hiring process for the requested team to suit the supply chain needed sectors functions.**
- **Creating a supply chain organization chart according to the business and company needs and helping to apply it on the reality.**

## **Scope of Work:**

### **Planning:**

- Management of supply of all SKUs within a given portfolio through consultation with the Customer Development, Marketing, Category and Demand Planning teams.
- Introduced S&OP planning and process improvements; participated and presented forecast data at monthly S&OP meetings with senior management.
- Actively worked with sourcing units, distribution centers and production manager's center in the area of forecast management, including the monthly loading of sales forecast data onto the ERP system and analysis of forecast performance.
- Monitored production schedule daily, resolved issues and provided feedback to all departments, and European Distribution Centre which optimized order fulfilment.
- Established and ensured adherence to finished goods safety stock levels and min max levels based on sales orders and forecast.
- Managed (NPIs) New Product Introductions – ensured forecasts are loaded so as planned introduction dates are met.
- Continuous improvement of the processes within the supply chain through identifying and implementing improvement opportunities.

## **Procurement:**

- Carry out supplier audits in support of the development of an approved vendor list (AVL)
- Managing a range of preferred suppliers, developing positive supplier relationships aligned to business
- Developing sourcing strategies and innovation in delivering large complex international projects
- Lead role in component and material procurement to include supplier selection, price benchmarking and price negotiation for production and associated deployment works
- Lead role in supplier relationship management including contract negotiation, monitoring supplier performance, volume leverage and total cost management objectives and ensure adherence to contractual commitments
- Drive long-term capacity and supply strategies for various components
- Providing strategic and analytical support to underpin the role of delivering a commercial, cost effective Contract procuring process for the business
- Conduct studies of material costs and supplier services and recommend changes in purchasing procedures to improve service and/or reduce cost
- Identify cost reductions, efficiency opportunities and contribute to the achievement of efficiency targets including the development of KPI's to track improvements of budget vs actual spent.

## **Logistics:**

- Lead the customer service, supply chain, planning activities, purchasing activities and strategic sourcing initiatives in line with company objectives.
- Achieved the company's targets in key service areas such as back orders, fill rates, distribution, inventory reduction, inventory turns, schedule adherence, cycle time reduction, etc.
- Set up and management of third-party contract logistics companies managing budgets and ensuring that the 3PL's are operating within cost etc.
- Responsible for setup, operational, H&S, quality and environmental issues
- Ensuring compliance to Standard Operating Procedures (SOPs) and company policies
- Work with other internal functions to ensure smooth transition of distribution solutions Distributors to the company's direct set ups
- Continually appraise and re-optimize distribution channels in respect of service requirements and cost and reporting on KPIs.
- Implement, monitor, and ensure full compliance regarding market returns processes - Strong Understand of the forwarders (Shipping Companies) Base.
- Handling all the forwarders Contracts, Agreements and Rate Offers.
- Follow up the Shipments schedules and statues.
- Strong Understand of the Suppliers Base, Monitoring & Following the materials delivery lead time with the suppliers.
- Making Reports to show the trend working figures.
- Dealing and handling the final customer's complaints professionally & gaining their satisfactions.
- Finally Managing the Heavy Lifts Cargo's for the Big Projects in the Company.

## **Customer Support:**

- Provide help to customers using your organization's products or services
- Communicate courteously with customers by telephone, email, letter and face-to-face
- Investigate and solve customers' problems, which may be complex or long-standing, that have been passed on by - customer service assistants
- Handle customer complaints or any major incidents
- Keep accurate records of discussions or correspondence with customers
- Produce written information for customers, often involving the use of computer packages and software

- Write reports and analyses the customer service that my organization provides
- Develop feedback or complaints procedures for customers to use
- Improve customer service procedures, policies and standards for my organization or department
- Meet with other managers to discuss possible improvements to customer service
- Train staff to deliver a high standard of customer service
- Lead or supervise a team of customer service staff
- Keeping ahead of developments in customer service by reading relevant journals, going to meetings and - attending courses.

## **Project & Operation Manager:**

### **Project Management Control: (Initiating – Planning – Executing – Monitoring and Controlling – Closing)**

- Initiating: finding the main objectives of the project, its purpose, and its scope, also identify key internal and external stakeholders, discuss shared expectations, and gain the required authorization necessary to move a project forward.
- Planning: Creating an integrated project plan focused on attaining the outlined goals.
- Executing: assigning the work to team members and to ensure that tasks are completed as scheduled, protecting the team from distractions, facilitating issue resolution, Leading the team in working through the project fast changes.
- Monitoring and Controlling: Monitoring the progress of a project, managing the project's budget, ensuring that key milestones are reached, comparing actual performance against planned/scheduled performance and project fast adaptation.
- Closing: ensuring all activities necessary to achieve the final result are completed, working with the client to get formal sign-off that the project is complete, releasing any resources who are no longer needed for the project, reviewing the work of third-party vendors or partners in order to close their contracts and pay their invoices and finally archiving the project files for future reference and use.

### **Operation Management Control:**

- Recruiting, selecting, training, assigning, scheduling, coaching, counseling, and discipline employees.
- Analyzing and improving organizational process and workflow, employee and space requirements, and equipment layout; implementing changes.
- Developing operations systems by determining product handling and storage requirements; developing, implementing, enforcing and evaluating policies and procedures; develop processes for receiving product, equipment utilization, inventory management, and shipping.
- Responsible for all department managers and supervisors, with review/approval responsibility for all operations Employees.
- Managing staff levels, wages, hours, contract labor to revenues.
- Reviewing and approving all operational invoices and ensure they are submitted for payment.
- Serve as primary point of contact when there are customer issues related to equipment quality, customer service, or accidents and mishaps on-site. In particular, this includes any issues on-site at client facilities.
- Communicating customer issues with operations team and devising ways of improving the customer experience, including resolving problems and complaints.
- Working closely with GM and management team to set and/or implement policies, procedures, and systems and to follow up through with implementation.
- Communicating all operating policies and/or issues at department meetings.
- Communicating with the legal counsel and safety department to ensure that all processes remain compliant with the health safety regulations and other governmental regulations.

**Over All:**

- Defining project objectives, project scope, roles & responsibilities.
- Defining resource requirements and managing resource availability & allocation – both internal and third party.
- Outlining a budget based on requirements and tracking costs to deliver project on budget.
- Preparing a detailed project plan to schedule key project milestones, work streams & activities.
- Managing delivery of the project according to this plan.
- Tracking project and providing regular reports on project status to project team and key stakeholders.
- Managing and adjusting for any changes in project scope, schedule and / or budget.
- Identifying and mitigating potential risks.
- Managing the relationship and communication with the client and all stakeholders, ensuring the project is delivered to their satisfaction.
- Determine and define project scope and objectives
- Predict resources needed to reach objectives and manage resources in an effective and efficient manner
- Prepare budget based on scope of work and resource requirements
- Track project costs in order to meet budget
- Develop and manage a detailed project schedule and work plan
- Provide project updates on a consistent basis to various stakeholders about strategy, adjustments, and progress
- Manage contracts with vendors and suppliers by assigning tasks and communicating expected deliverables
- Utilize industry best practices, techniques, and standards throughout entire project execution
- Monitor progress and make adjustments as needed
- Measure project performance to identify areas for improvement
- Meet with clients to take detailed ordering briefs and clarify specific requirements of each project
- Track project performance, specifically to analyze the successful completion of short and long-term goals
- Lead and ensure successful delivery of large-scale projects within Global Marketing aligned with Marketing business objectives and goals
- Lead the execution of all project-related marketing and customer facing materials for in-store and digital activations
- Develop and maintain all project-related documentation (project scopes, budget, requirements, project timelines & internal meetings, etc.)
- Develop and Maintain External Vendor Relationships

**Marketing / Sales & Communication Manager:**

- Verifiable success in launching products for national markets
- Development and delivery of the overall go-to-market plan for the products including positioning, PR, launches, collateral and events
- Successful introduction of innovative branding strategies
- Proven ability to manage multiple corresponding projects and cross-functional teams to deadline
- Prepared materials for partner meetings, speaking engagements, and offsite presentations
- Managed client mailing lists and tracked event registration
- Comprehensive digital marketing capability current with social media, SEO and online trends
- Established event budget, sourced venues, negotiated vendor contracts, prepared room configuration, and coordinated program schedule for the Management Team and Client Dinner - Conduct market research and intelligence to inform marketing tactics
- Plan, develop and implement strategic marketing plans that result in consistent annual sales increases
- Develop marketing team to successfully implement program and deliver on organizational objectives
- Develop launch schedules, advertising, direct and indirect marketing campaigns, promotions, sales tools and event
- High-impact presentation and negotiation skills
- Co-ordinate marketing activities with PR and press
- Manage advertising campaign creation and execution

- Large Scale Local & global Events coordinator for Customers - Managing strategic planning and execution of firm and practice-specific client events in and outside Egypt
- Oversee pricing strategies on new and existing products to ensure competitiveness and profitability objectives are achieved
- Designing, managing, and evaluating marketing campaigns
- Directing social media engagement strategy
- Managing budgets for marketing campaigns
- Collaborating with advertising and creative departments
- Reviewing advertising material for print and digital media
- Preparing advertising contracts
- Performing market research to find new opportunities
- Managing marketing, Design and Media department employees
- Analyzing market trends and conducting competitor research
- Managing the Brand, Product, Customers & Vendors Communication, Social Media Marketing
- Releasing any resources who are no longer needed for the project
- Review the work of third-party vendors or partners in order to close their contracts and pay their invoices
- Archive project files for future reference and use

### Technical Skills

- Computer Packages: Microsoft Office: Word, Excel, PowerPoint, Access, And Outlook.
- Sap, ERP User.
- Languages: Arabic Mother Tongue - Fluent English. - In-depth digital marketing skills - Data collection and analysis.
- Excellent project management skills.
- Qualitative and quantitative research skill.

### Core Competencies

- Communication and collaboration skills.
- Organization and planning.
- Problem analysis and problem-solving.
- Persuasive and influencing ability.
- Teamwork.
- Negotiation skills.
- Presentation skills.
- Innovation and creativity.
- Judgment and decision-making. - Adaptability and agility.



## Languages

- Arabic Mother Tongue.
- English Fluent Written and Speaking.

## Interests and Hobbies

- Listening to Music.
- Sports in general specially swimming – Walking - Gym.
- Travelling abroad to discover & explore new places.
- Reading and learning to be up to date to the outside world changes in different fields.

## Personal Skills

- Excellent Communication and Negotiation Skills.
- Approachability, Customer Focus and Teamwork Orientation.
- Hard worker, self-motivated, independent and cooperative.
- Responsibility carrier, dependable.
- Work under stress & pressure to meet deadlines.
- Innovative approach to business solutions.
- Welling to gain new experience and seeking information.
- Ability to handle customers complains professionally and gaining their trust.
- Always giving top care about the work to be well organized and finished on time.
- Attention to details.
- Decision making.
- Leadership.
- Collaboration - Team Work.
- Time management and approval.
- Research skills.
- Critical Thinking Skills.
- Work Flexibility and Responsibility skills.
- Self-motivation.
- Problem-solving ability.
- Good communicator with the work team members - Issue identification and resolution. - Successful Teambuilding.

## **Resume Summary**

An Experienced background in Supply chain Manager & Consultant, Marketing Management, Project Management - Educated and Work in these fields over 16 years now, as going through those different fields made me see the big whole picture in the work process, starting from the bottom of the picture till the top of it.

Means that now i have a good experience in the whole work process starting from planning to a project - passing through marketing - project management - suppling - purchasing - logistics - products distribution - delivering to customers - customers satisfaction - product branding - having the customers loyalty to the company - creating a powerful company name in the market inside the local market and outside to the foreign market.

## **References**

To be filled upon request.