






IYAD ANABTAWI


Operations | Business Development
| Sales & Marketing | Logistics


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 Jordanian

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 Married

SUMMARY

Experienced Operations & Logistics Manager with a demonstrated history of working in the Food & Beverages Industry. Skilled in Business Development, Operations Management, Sales & Marketing Management and Logistics. Strong operations professional With a Master`s Degree of Business Administration from Al-Ahliyaa Amman University.

EDUCATION

Master of Business Administration (MBA)

Grade: Excellent

Al-Ahliyaa Amman University

Jordan | 2019 - 2021

Bachelor`s degree of Electronic Business & Commerce

Grade: Excellent

Al-Ahliyaa Amman University

Jordan | 2015 - 2019

WORK EXPERIENCE

Operations & Logistics Manager

AL-RABE`E Roasters & Mills Co
2016 - 2021

- Full responsibility for day to day operations:
(Standard of operation - Food quality - Service quality).
- *Troubleshoot & resolve technical and logistical issues.*
- *Implementing policies and procedures.*
- Coordinate with the HR in managing new operations staff by Recruiting, selecting, orienting and training employees.
- Ensuring that employees are professionally & motivated.
- Ensuring effective communications between employees, Managers and coordinating all activities with in company Branches.
- Supporting marketing department & open new sales channel.
- Develop company`s infrastructure of systems & procedures With Young (ERP system).
- Develop & Implement KPIs, CRM, Target budget & Logistics.
- Keep track of quality, quantity, delivery times, transport Costs and efficiency.
- Liaising and negotiating with suppliers, manufacturers, Retailers and consumers.

Sales & Marketing Officer

ANB Auto Trading Co

2007 - 2016

- Maintaining relationships with important clients by making Regular visits, understanding their needs, and anticipating New marketing opportunities.
- Set sales goals, compare performance to goals, and adjust Goals as needed.
- Address customer issues and concerns in order to provide High-level customer satisfaction and retention.
- Establish good client relationship and provide excellent Customer service.
- Coordinate all marketing activities to generate leads.
- Track performance of all marketing campaigns.
- Updates job knowledge by participating in educational Opportunities; reading professional publications.
- Follow-up and Analyze online reputation of the brands, Products and main competitors.
- Prepares marketing campaigns budgets.

TECHNICAL SKILLS

- ERP
- CRM
- KPIs
- Digital Marketing
- Logistics Management
- Warehouse Operations
- Fulfillment
- Staff Training

SOFT SKILLS

- Organized
- Decision making
- Communication Skills
- Team Leadership
- Interpersonal Skills
- Problem-solving
- Motivated

LANGUAGES

- Arabic - Native
- English - Very Good

COMPUTER SKILLS

- MS Office (Word, Excel, PowerPoint)
- Social media
- Adobe Photoshop
- Adobe Illustrator