

# Loai F. Maddah

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## Business Management Specialist

Communication | Critical Thinking & Problem-Solving | Management & Leadership

Supervised employees and teams to help reach maximum performance levels. Organized and analyzed data results. Made sure that the company had access to the appropriate resources necessary for success. Handled different projects to insure higher ROI for the company.

- Succeeded in the biggest project in Panda with 96% service level which is the highest in the company's history
- Fixed the pain points that Panda had which is systematic discrepancies by collaborating with different departments within the company
- Proud member of WMU Tech Next team for 4 years in a row where I represented my university in many states within the United States

## Core Competencies

Communication | Innovation | Leadership | Planning | Problem Solving | Agility | Data Analysis | Curiosity | Adaptability | Teamwork | Creativity | Emotional Intelligence | Detail Oriented | Responsibility | Negotiation | Project Management | Microsoft Office | Decision Making | Motivating | Time Management

## WORK EXPERIENCE

Panda Retail Company [Feb 2020 -Current]

### Supplier Management Specialist

- Project leader for the Return to Vendor Process "98% RTVD"
- Project leader for Ramadan 2021 season preparation "96% SL"
- Project leader for IT integration between different systems
- Project leader for automating some of the functions in Panda's system
- Created Oracle supplier's user manual
- Responsible for SKUs key suppliers (1+B SAR)

The Saudi National Bank [2019-2020]

### Personal Banker

- Provided a premium customer experience for every customer to ensure high client retention

## EXTRACURRICULAR ACTIVITIES

Study in the States Business Program [2014-2018]

### Internship

- Selective program through Honors College
- Represented my university in San Francisco, Texas, Michigan, Pennsylvania, California, and Seattle
- Private sessions with CEOs of a variety of businesses and tech companies

Lean Startup Conference [San Francisco – Las Vegas] [2017-2018]

### Event Organizer

- Helped Organizing the event
- Worked backstage with all the speakers

Innovative Client Connections, Inc. [2016]

### Marketing Assistant [Internship]

- Helped marketing the company's products

## EDUCATION

### Bachelor of Business Administration

Western Michigan University (WMU), Kalamazoo, MI  
Major: Marketing

Graduation: April. 2018  
GPA: 3.71/4.00 [Honor]