

CURRICULUM VITAE

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ACADEMIC QUALIFICATIONS

University / Institute	Degrees	Faculty	Major Subjects	From - To
Balqa'a university	Diploma	Engineering	autotronix	2010 to 2011

Grade
Good

- An energetic, dynamic and positive Business Operations Manager who can be a catalyst in driving your company's performance. Has experience of successfully affecting transformational change across a range of operational areas and processes. Highly caliber, professional individual who wants to be part of a successful team like yours. Apart from improving operational inefficiencies my abilities will allow me to maximize your company's profits and commercial success. Right now am looking to join a company that seeks a talented Head of Operations.

SKILLS:**Business Operations:**

Volume forecasting Line management Headcount management making policy decisions
Overseeing activities Project administration Technical aptitude Distribution

Managerial:

Setting direction Contract administration Strategic planning Budget management Cost conscious
Results driven Staff performance Product development

Personal:

Highly organized Flexible attitude Embracing change Hard-working always pro-active well
organized highly organized Conscientious

PROFESSIONAL COURSES

Year	Course Description	Field	Place , Authority
2012	Basic Shift Management (BSM)	Food industry	<u>Riyadh RTC</u>
2012	Advance Shift Management (ASM)	Food industry	<u>Riyadh RTC</u>
2013	Effective Management Practices (EMP)	Food industry	<u>Riyadh RTC</u>
2013	Restaurant Leadership Practices (RLP)	Food industry	<u>HU</u>
2014	Business Leadership Practices (BLP)	Food industry	<u>HU</u>
2019	Consultant Development Program (CDP)	Food industry	<u>HU</u>

LANGUAGES

	Speak			Read			Write			Understand		
	Excel	Good	Fair	Excel	Good	Fair	Excel	Good	Fair	Excel	Good	Fair
Arabic	*			*			*			*		
English	*			*			*			*		

Computer skills

- 1- Dealing Well with Microsoft windows.
- 2- Dealing Well with Microsoft Office programs (Word, Excel, and PPT).
- 3- Well knowledge in trouble shooting issues in the system

EMPLOYMENT RECORD

1.

Dates of employment (Month , Year) From : 2008 To : 2010	Name and address of employer Hunter Target for computer services Jordan – Amman
Exact title of my position Shop manger	Name and title of immediate supervisor Ahmad Yousef (Owner)
Duties 1) Guide the computer specialists on their daily assign task and responsibility 2) Supervise the reception on customer services 3) Manage the income and outcome business sales , manage the shop profitability 4) prepare the comparable report for the owner on sales & GC & profit & customer complaint	

2.

Dates of employment (Month , Year) From : 2010 To : end of 2011	Name and address of employer Student
Exact title of my position Student at Balqa'a university	Name and title of immediate supervisor
Student	

3.

Dates of employment (Month , Year) From : 2012 To : current	Name and address of employer Riyadh international cooperation
Exact title of my position Operation consultant	Name and title of immediate supervisor Suleiman Othman - Operation lead

Duties

1. Create and evaluate short, mid and long term restaurant objectives, action plans and results for QSC, Sales, Profit, and People Development
2. Carry-out monthly P&L projections and reconciliation of P&L and determine restaurant's profit opportunities with the assistance of the restaurant management
3. Organize restaurant's monthly activities calendar to achieve restaurant objectives and ensure consistent operations
4. Deliver excellent quality, service and facilities management without supervision
5. Gather customer's feedback and judge patterns and trends; initiate specific actions to continuously improve customer satisfaction
6. Ensure that bottom line profit is appropriate for the restaurant's sales level and follow-up continuously on procedures that support sales-building promotions during the shift
7. Conduct management team meetings, crew opinion surveys, and communication sessions.
8. Execute crew/manager incentives and enthusiasm calendar activities and maintain the crew bulletin board.
9. Ensure that the employee welfare requirements are met (Housing, Medical, and Transportation)
10. Manage allocated annual restaurant budget by controlling expenditures, cost reduction initiatives and reporting variances in actual versus budgeted, to ensure effective cost management practices
11. Provide clear direction, prioritize tasks, assign and delegate responsibility and monitor the workflow inside the restaurant
12. Plan, manage and review individual performance and provide regular feedback, developing opportunities and coaching, taking prompt action where necessary
13. . Provide guidance and leadership to all restaurant staff to achieve agreed upon targeted goals and objectives
14. Ensure effective talent management practice i.e. attracting, developing, rewarding and retaining high performance individuals by efficiently implementing RICC's approved HR policies and procedures

Note :

- Reports available on Request

Thank you,

Operational and Situational questions

- Describe the main **daily tasks** for an Operations Manager.
- Usually I have a 4 daily routine task , A) look at previous days business result ,analyze it and make the call B) follow the meeting or 1:1 Sit down as per my calendar C) visit the site and inspect the operation D) update my boss regarding the action plans
- What is **budget planning** and how do you handle it step-by-step?
- Budget planning or projection , its about the department budget where you set the expected expense for the whole quarter (which is you will set the payment need to be done to other service provider , or product supply factory's , or employee salaries etc , this budget is different from the P&L , because this is must to be done to be in the right track with your supplier or service provider , at the same time you should make sure your income will over 200% of your expense so you will not fail in the dept
- What is your experience with logistics management?
- Have you ever **negotiated contracts** with vendors? What's the most effective approach?
- I have done that , recently I have discuss the security contract of store , Collaborative approach , where you will look for win win for both side
- Which **Management Information Systems** have you previously used?
- Business planning system , where you will need to plan for 1 year ahead ,
- 31q , where you will set the general plan for 3 year strategy , action plan for 1 year and quarterly review
- Are you familiar with **Cost Analysis tools**? Mention any statistical tools you have experience working with.
- Food cost analysis ,

- If your manager asked you to **make a report about production costs**, what method would you use?
- Food cost report (details one, where will update in the unit sold cost , and unit wastage cost , and unit used in employee meal
- Which are, in your opinion, the most **important financial management best practices**? Segregate every restaurant profit and lose , and segregate every item profit
- What does **successful communication** between different organizational functions/departments mean to you?
Communicate is the key success factor for any business , and the successful communication should be in actual can be seen of floor , where everybody get benefit from each other , and build the plan together , communication is 2 person or more try to expuse their idea of feeling or idea
- How do **support services** contribute to achieving business goals? Give some examples.
Support services is serving the business in all level , people level , QSC level , as well the logistic level , as example the people level , where the employee need someone to process their payroll card , or iqama renewal , or housing accomidation , they need a support services department to serve this things
- We want to ensure our confidential data is stored in a secure place. How would you cooperate with our IT team to achieve this?

In my level , I have to insure the minimum security procedure information are share across the company employee , where they don't need to open the fishing emails , or not click in any botton without verifying etc

Behavioral questions

- Have you ever successfully implemented a **cost-cutting strategy**?
- I had once , in One of the site , that site has convert to 100% citizen labor , then I need to terminate the sevice of saudi manage
- How big was the last team you worked with and what problems did you face?
- The biggest team was around 70 u0 employee , where I was handling the 4 area manager include 28 restaurants , and the biggest problem I face it was converting the site to 100 % citizen employee , within 5 days notification in far area , have no trained employee , its take my time day and night , but its we have succefully implement it
- What's your experience in making presentations?

- In excellent level ,
- How do you manage 1:1 employee meetings?
- In the beginning I should prepare the needed for this 1:1 Meeting , as well the info am going to discuss during the meeting , and how I will have the buy in from the other party , I will send the invitation for the employee with subjecting the email with the objective , and the meeting will start with discioing the purpose of the meeting , and present the my needed , or my founding , and I will seek his openion on this subkect and then I should have win win agreement with the employee , and close the meeting with sumirize the agreement in written or verbal deped in the situation