Mr. Aziz Ihrouren

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**Professional Summary**

Competence gained in years, from exercising different managerial position across various industries in planning, directing, controlling and evaluating

Versatile and teachable in dealings with clients of diverse languages, cultural and ethnic backgrounds. This international experience to accommodate differences and tolerate change has extended the sphere of my knowledge

### **Academic Background**

**Education:**

Language: Arabic, English, French and Elementary Spanish

Honors Bachelor Degree of Commerce (Marketing Major) (2010-2012)

Credited for Two Years

Lakehead University, Thunder Bay

Ontario Canada

OCAD (Ontario College Advanced Diploma) in Business Administration Marketing

(2007- 2010) Three Years Program

Lambton College Sarnia

Ontario Canada

**Other Courses and Certificates:**

Diploma in Hotel Restaurant and Casino Management (2005-2006)

Westervelt College London

Ontario Canada

Certified in: Quality Sanitation Management HACCP (2006) USA

Awarded by The Educational Institute of the American Hotel and Lodging Association

Certified in: Managing Front Office Operations (2006) USA

Awarded by The Educational Institute of the American Hotel and Lodging Association

Certified in: Planning and Control for Food and Beverage Operations (2006) USA

Awarded by The Educational Institute of the American Hotel and Lodging Association

**Other Courses and Certificates:**

Technical Courses Trainings and Seminars by Fastenal Canada: Mechanical Properties of Metals in Fasteners, Pipe Fitting, OEM Customers, Export Controls, Basics of Hydraulics, Construction Projects, Blue Print Basics and more other trainings that are job related

## **Professional Experiences**

**2015-Present** Branch Manager (on-site)

Fastenal Company Industrial and Construction Supplies, Grande Prairie

Alberta Canada

* Assisting the company decision makers to build procurements goals, under an stablished Consolidated Supply Chain and mutual valuable long-term relationship with Vendors and Manufacturers to gain strong negotiation power
* Creating quotes, negotiating prices, terms and agreements, developing and implementing an in-house inventory Min/Max system by utilizing the Just in Time –JIT- Inventory Management System, resulting in a visible cost reduction 27%
* Outsourcing and stocking over 5500 articles, managing and securing its availability on a daily basis for over 260 end users during regular days and up to 700 during maintenance and shut down days
* Plan, organize, submit and fellow up the Branch Purchasing Orders and reviewing process claims against suppliers and late deliveries, by monitoring the movement of parts, supplies and materials within the Branch and ensure that supplies, materials and products are available
* Initiated a comprehensive Receiving and Stocking SOP “Standard Operating Procedure” plan, resulting in a 40% reduction of labor time receiving and stocking process
* Recruit, organize, train and lead sales team to gain the business ownership felling and build solid relationships with the branch clients and manage challenging situation with the sense of belonging to One team
* Training the Branch personnel sales techniques and strategies by delegating tasks and encouraging them to develop a sense of detecting opportunities. Branch was awarded in 2018 a Score Card 1st Place Store in Western Canada

**2012-2014** Marketing Assistant Manager

Boomerang Solution Urban Logistics, Calgary

AlbertaCanada

* Assist the sales and marketing personnel as necessary at any phase of the sales process, by providing market analysis and concise information on potential market
* Develop monthly budget analysis and prepare sales activity reports
* Evaluate market information (competitors) and prepare reports as well as rate analysis required for the decision makers and sales staff.
* Initiate market research studies and analyze their findings in order to prepare package proposals and support information for presentations by the sales team
* Establish distribution networks for products and logistic package offers using different media channels

**Professional Experiences**

**2007-2008** I.T. Support and Customer Service Agent (Co-op Student)

Lambton College, Sarnia

Ontario Canada

* Provide customer service assistance to faculty staff and student (3800 Clients)
* Dispatch tasks to IT technicians through ticket creation and ensure follow up for quality assurance.
* Actively participated in Novel Migration Project
* Actively contributed to design complete service packages to inform the end user of available offerings and changes

**Skills**

* Goal focused and oriented to meet the management deadlines at any given task and to honor the Company Mission Statement
* Competence and proficiency gained in years, from exercising different managerial position across various industries
* Efficient communication skills for negotiating and discussing orders and projects at all levels of the process in an articulated manner, with the ability to disseminate detailed impressions into understandable and tangible ideas to coworkers, clients and competitors
* Expert in consumer behavior, crafting marketing and sales strategies for optimal product awareness and customer reach
* Competent in using POS Software. Inventory Management Warehouse skills in planning inventory control level that satisfied end users product availability and minimized dead stock, transportation and warehousing costs.
* Constant professional attitude in all circumstances with peers and clients with the suppleness to address issues in challenging times

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