

# Hassan Ghanem

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📍 : Dubai, United Arab Emirates



## Objective:

A proactive and organized individual seeking for a suitable position in **Procurement/Operations/Delivery Management**. Offering 14+ years' hands-on experience in within Purchasing manager, Restaurant Operations & Delivery Management; Expertise in opening new locations and promoting corporate brands, providing high-quality managerial support, Supervision & Administrative skills to benefit mutual growth and success.

## Profile Summary:

- ✓ Qualified with management skills.
- ✓ Resolute and committed professional offering reputation of unwavering accuracy and consistently delivering the responsibilities in Procurement, Vendor Management, Administration.
- ✓ Enriched with logical reasoning, a keen intellect and strong desire to excel in professional career.
- ✓ Possess keen business acumen in analyzing & understanding business requirements, customer-value maximization & developing new business processes and revenue streams.
- ✓ Keen learning ability to grasp new knowledge and apply the same in a resourceful manner.

## Core Competencies:

- ❖ Compliance/Controls
- ❖ Financial Reporting.
- ❖ Quality Control
- ❖ Accounting/Budgeting
- ❖ Business Profitability.
- ❖ Cost-control and inventory

## Professional Experience:

**Employer** : Tago Restaurant & Café Management, *Dubai - UAE ('Al Falamanki' Pre-opening Team)*

**Designation** : Purchasing Manager (April 2016 till March 2020)

### **Work Assignment:**

- ✓ Responsible for buying all the goods and services for the company in best quality with valuable prices.
- ✓ Always seeking for reliable vendors or suppliers to have the best quality with reasonable prices.
- ✓ Being aware by reviewing technical specifications especially for the raw materials.
- ✓ Responsible of the quantity and timing of deliveries to always have sufficient stock.
- ✓ Forecasting upcoming demands.
- ✓ Negotiating prices and contracts are the priority of the job specially by having good offers which keeps the company in good profit.
- ✓ Implement sound purchasing policies, systems and procedures in accordance with Company standards.
- ✓ Monitor vendors for quality, service and price through standard purchasing specifications.
- ✓ Ensures that all authorized or approved purchase orders are sent to their respective suppliers/vendors for delivery purposes on a daily basis.
- ✓ Approves all additional requests for new storeroom items, checking correct item description, unit, packing, category and establishes Min/Max estimated stock levels.
- ✓ Obtains written approval for established Minimum / Maximum stock levels by the financial controller and general manager.
- ✓ On a daily basis prepare the list of to be cancelled orders and sent to accounts for deletion, with appropriate reasons.

**Employer : Crepaway, Beirut - Lebanon**

**Designation : Delivery Manager - (January 2012 till March 2016)**

**Work Assignment:**

- Responsible to recruit, train and supervise a group of drivers members to exhibit a well timing delivery of the content to the client.
- Build positive and productive working relationships with customers for business growth.
- Analyze and troubleshoot delivery issues in a timely fashion.
- Manage a delivery team to ensure timely and accurate customer deliveries.
- Perform resource allocations and workload assignments according to delivery requirements.
- Ensure that team maintains high level of competence and operational excellence.
- Evaluate the performance of team members and determine training needs.

**Employer : Wok Box, Achrafieh - Lebanon**

**Designation : Restaurant Manager - (February 2010 till December 2011)**

**Work Assignment:**

- Ensure that the operation is well carried on in a very cost-effective way.
- Purchase materials, plan inventory and oversee warehouse efficiency.
- Keep on the good quality and services to have the customer service satisfaction which is the main concern for a successful operation.
- Manage and oversee the entire restaurant operation
- Plan and develop guest loyalty programs
- Respond efficiently to customer questions and complaints
- Organize and supervise shifts
- Implement innovative strategies to improve productivity and sales

**Employer : La Tabkha, Hamra - Lebanon**

**Designation : Delivery Manager - (February 2010 till December 2011)**

**Work Assignment:**

- Serve as primary contact for customer inquiries and concerns.
- Analyze customer orders, set delivery priorities and make schedule adjustments to meet timely delivery goals.
- Perform customer negotiations for delivery rates.
- Develop process improvements to achieve cost effectiveness and time saving.
- Make critical business decisions to meet customer expectations.
- Develop scope and budget for delivery projects
- Distributing a cost-effective plans and routes for the deliveries using mapping software and programs.
- Report delivery status to customers and develop required delivery documentations.

**Employer : Chopsticks, Achrafieh - Lebanon**

**Designation : Restaurant Supervisor**

**Work Assignments:**

- Oversee all front and back of the house restaurant operations
- Ensure customer satisfaction through promoting excellent service; respond to customer complaints tactfully and professionally
- Maintain quality control for all food served
- Analyze staff evaluations and feedback to improve the customer's experience
- Oversee health code compliance and sanitation standards
- Seek ways to cut waste and decrease operational costs
- Generate weekly, monthly, and annual reports
- Train new employees and provide ongoing training for all staff

**Academic Qualifications:**

High School Diploma

**Computer Proficiency:**

- Proficient with Microsoft Windows Operating Systems (2000, XP, 7,8, 10)
- Professional user of MS Office, Office 365
- ACE, OMEGA, CTS

**Skills:**

Leadership



Decision Making



Time Management



Ability to Work under Pressure



Communication



**Trainings/Certificates:**

- ✓ Team Building / Staff Training Customer Service / Guest Relations Quality Assurance / Quality Control
- ✓ Formulate & Strictly Implement Departmental Policies and Procedures
- ✓ Cost Control
- ✓ Facilities & Safety -Management Purchasing & Inventory Management
- ✓ Continuous Business Improvement HR Functions of Line Leader.

**Personal Profile:**

Nationality : Lebanese  
 Visa Status : Visit Visa  
 Languages Known : English, Arabic, French (Intermediate)  
 Available to Join : Immediately

**References:**

Professional and personal references will provide upon request.

**Declaration**

I hereby declare that the above furnished information is correct and can be supported by documentary evidence wherever applicable.

**Hassan Ghanem**