

## Professional Highlights

- ① Twenty-four year management career. Expertise in building, revitalizing and/or optimizing a company's organizational infrastructure, products, processes, and sales/marketing strategies to optimize results.
- ② Senior management professional, entrepreneur, and business strategist with a proven record for steering business turnarounds, facilitating lucrative transitions to new markets, and creating solid internal structures that is both expandable for future growth, and responsive to customer expectations.
- ③ Resourceful problem solver with ability to bring resolution to challenging situations as well as build lasting relationships with vendors and customers.
- ④ More than 10 years as Supply Chain Manager. Extensive experience in vendor relationship management, contract negotiation and strategic planning. Instrumental in reducing costs by implementing cost control measures and securing competitive pricing.
- ⑤ **Self-motivated, assertive and Self-starting, goal-oriented strategist whose confidence, perseverance and vision promote success.**

## Professional Coursework:

Market Development Manager, ZyXEL Communication Inc. 2009 - 2013

- ① Led and negotiated strategic business relationships, expanding new and existing business opportunities with important market integrators/distributors
- ② Conducted extensive presentations and customer training sessions.
- ③ Developed and initiated innovative sales, marketing, and customer service strategies resulting increase in sales
- ④ Analyzed market for potential new growth areas and assessed market attractiveness, needs, opportunities for value creation.

Manager and Sales Representative, Cnet-Online 2007 - 2014

- ① Analyzed the territory/market's potential and determines the value of existing and prospective customers value to the organization.
- ② Carried out formal presentations of products using videos and other training aids, attended promotional markets and organized product displays
- ③ Managed the sourcing and delivery of products to the customer
- ④ Participated in product development, marketing events, trade shows and client education activities
- ⑤ Recommended changes in products, service, and policy by evaluated results and competitive developments.
- ⑥ Resolved customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.

Supply Chain Manager, Standard Sharing Software 1997 - 2007

- ① A proven leader in global strategy development and execution of supply chain strategic functions (Planning, Procurement, Logistics, contracts negotiation and After Market Services) that provided immediate and continuous savings to the enterprise, a competitive advantage through cost reduction, process and revenue improvement.
- ② built and maintained excellent relationships with key stakeholders.
- ③ Developed very complex buying strategies to purchase and arranged timely deliveries of supplies and materials; expedites as needed and served as liaison between vendors and users.
- ④ Played an integral role in securing competitive pricing with vendors, which resulted in \$3 million in volume savings yearly.

C&amp; R Manager, USAID, American Embassy

1990 - 1995

- ① Approved and enforced policies and practices regarding records, including their organization and disposal, developing a records storage plan and all other related duties.
- ② Controlled and approved all communication exchange between USAID and outside world, including phone calls, telex, faxes, telegrams, letters, emails and supervised their appropriate distribution to concerned people according to sensitivity.
- ③ Supervised the internal distribution and exchange of incoming letters, packages, magazines, catalogs as well as the reproduction and archiving services operations.
- ④ Trained personnel on the good usage of office equipment and filing paper and electronic records according to the agency policies and guidelines.
- ⑤ Maintained an inventory of expendable parts of the duplicating machines and insured their proper maintenance by the technicians.

Chief Security Officer, American Embassy

1988 - 1990

## Educational Background:

Bachelor of Business Administration Georgia College & State University	1997
Office Management <b>and Automation</b> Ministry of Employment & Professional Development	1991
System manager Ministry of Social Affairs	1987
FCE, English language University of Cambridge	1986

## Professional Training:

Cisco SMARTnet Service, CISCO Morocco	2006
Cisco Automated Procurement, CISCO, Netherlands	2001
Personal property Management, USAID, American Embassy	1995

## Honors and Awards:

USAID, American Embassy In recognition of dedication, teamwork and loyalty to the Agency for International Development, in ensuring efficient close-out of USAID/Tunis Administrative Operations.	1995
USAID, American Embassy In recognition of outstanding job in reorganization and implementation of the Automated Non-Expendable Property system for the Executive Office.	1994

## Languages:

Arabic	Professional
French	Professional
English	Professional