

OMARHACHEM

CENTRAL WAREHOUSE OPERATION MANAGER - SUPPLY CHAIN MANAGEMENT DEPT.

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PROFILE SUMMARY

Experienced in Sales and Central Warehouse Operations Management – Supply Chain with over 10 years overall of experience in Beauty Cosmetics industry. Excellent reputation for resolving problems and improving customer satisfaction.

CERTIFICATIONS ACQUIRED

- Certified International Supply Chain Professional (CISCP) and Certified International Supply Chain Manager (CISCM) – International Purchasing and Supply Chain Management Institute(IPSCMI), USA

EDUCATION

B.Sc. Business Administration – Management Concentration
University of Sharjah, UAE

2006 – 2010

WORK EXPERIENCE

**Central Warehouse Operation Manager –Supply Chain Dept. &
Loss Prevention**
Nazih Group, Dubai

March, 2021 – Current

- Updating product batches and monitoring expiry dates 3 months prior via showrooms and warehouse and coordinate with outlets accordingly to allow them creating liquidation plan.
- Planning with warehouse to conduct stock counting without disturbing daily operations (Outbound delivery to branches, shipments, export GCC etc.)
- Managed Central Warehouse Operation (Inbound/Outbound/E-commerce) including facilities, racking, equipment, personnel and warehouse management systems (WMS) using SAP.
- Managing warehouse staff, Security, developing strategic planning, establishing policies and procedures.
- Managed a staff of approximately thirty plus associates.
- Associated and managed task of disabling ageing/damaged/expired items from warehouse in coordination with Third party dealers.
- Established SOP for effective and smooth operation in terms of outbound and inbound and highlighting discrepancies records for management to be notified as precautionary measures to undertake in order not to bring negative impact with supplier relationships.
- Facilitated Loss Prevention team to develop tactical plans in order to reduce recoveries by 20% as initial phase.
- Established strategy to reduce stock variance and increase stock efficiency/accuracy up to 95%
- Allowing stock adjustments with showrooms after posting the variance and that's after further and brief investigations.

- Developed and implemented standards, design and evaluate systems, build the company image and improve quality and customer service.
- Implemented a Quality Control Channel to oversee and monitor the floor team's operations, ensuring accurate order picking, adherence to the packing list prior to dispatch, and effective stock control management.

Nazih Group (Senior Sales Rep. Retail Division – RAK Branch)

Feb, 2019 – Feb, 2021

Nazih Group, Dubai

Function of Senior Sales Executive:

- Resolve customer complaints regarding sales and service.
- Monitor customer preferences to determine focus of sales efforts.
- Review operational records and reports to project and improve sales and enhancing action plans for sales collections as well.
- Contributes to team effort by accomplishing related results as needed.
- Establishes and adjusts selling prices by monitoring costs and competition.
- Confer or consult with department heads to plan advertising services and to secure information on equipment and customer specifications.
- Conducting product knowledge training to staff and contribute on bundle offers and proposals to increase cash flow and focus on slow moving products.
- Highest sales achievement amongst the UAE branches flagship showrooms and highest achievement during COVID pandemic.

Pharmacy Channel Sales Supervisor – FMCG

Jan, 2015 – Nov, 2018

Nazih Group, Dubai

- Assisted branch/channel manager in implementing plans / offers / strategies to improve sales in a monthly basis.
- Assisted team in implementing action plans for sales collection. Coached, trained, counseled, recruited and disciplined employees.
- Evaluated on-the-job performance of sales team, and assisted sales staff in achieving sales targets.
- Collaborated with the regional manager to open new accounts and develop strategies aimed at fostering productive relationships and boosting sales, including with BOOTS, ASTER, BIN SINA, SUPERCARE, and others.

Trade Marketing Coordinator

Feb, 2013 – Dec, 2014

Nazih Group, Dubai

- Develop marketing strategies aligned with the brand strategy by performing launches, events in demands aligned with the marketing calendar
- Act as the key liaison between product development and buyers
- Maintain customer relationship for future purchases
- Cultivate programs that ensure product sell-out in store

PROFESSIONAL SKILLS

Sales & Marketing
Warehouse operation management
Inventory Control - cycle counts
Quality Assurance
Strategic Planning
Distribution Management
Performance Evaluation
Product Research & Analysis
Advertisements & Promotions
Brand Management
Stock Control management

Documentation & Reporting
Employee Training & Development
Team Leadership & Supervision
Warehouse Safety Precautions
Strategic Inventory Planning/Control
Product & Consumer Behavior Awareness
Conflict Management
Tactical Implementation to Loss Prevention Process
Tracking Operations in Coordination with Branches
Time Management and Work Flexibility

PERSONAL INFORMATION

Languages : Arabic - Native
English - Full Professional Proficiency

UAE Driving License : Valid

Visa : Residence Visa