**WATHAB HAMED OSMAN**

**Assistant Store Manager**  
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**SUMMARY**

A **results-oriented** leader with over 4 years of experience managing **stocks and production operations**, improving team productivity, and optimizing workflows in fast-paced environments. Proven expertise in **order and sales operations**, **staff management**, and **process improvement**, with a strong focus on driving operational efficiency and enhancing customer satisfaction. Skilled in managing inventory, coordinating cross-functional teams, and maintaining compliance with safety and quality standards. Seeking to leverage my operational and leadership experience as an **Assistant Store Manager** to drive success at a **Marketplace Fulfillment Centre**.

**PROFESSIONAL EXPERIENCE**

**Production Team Leader**

**Morouj Tomato Pastes Plant**, Khartoum | May 2017 - June 2021

* **Managed day-to-day operations** of a production team, optimizing workflows and achieving 50 tons of tomato paste (tin and sachets) per day.
* Led **50+ employees**, coordinating schedules and ensuring that production targets were consistently met.
* Managed **inventory** of raw materials and finished goods, ensuring availability and minimizing stockouts.
* **Reduced product waste** and packaging material losses by 0.5% and 0.8% respectively, while improving productivity by **95%**.
* **Improved operational efficiency** by monitoring and adjusting production processes, contributing to a **30% reduction in rejected batches**.
* **Collaborated with cross-functional teams** including procurement, maintenance, and quality control to ensure smooth production flow and resolve issues.
* Implemented and maintained **health and safety standards**, achieving **100% compliance** during audits.

**Quality Control Inspector**

**Savola Edible Oil**, Khartoum | June 2015 - May 2017

* **Managed quality assurance operations**, inspecting raw materials and finished products to ensure compliance with company standards.
* Coordinated with **production teams** to ensure smooth order fulfillment and compliance with product specifications.
* **Streamlined processes** to improve operational efficiency, resulting in the reduction of production defects and an improvement in product consistency.
* Worked with cross-functional departments to **optimize inventory management**, ensuring that finished goods met customer demand and specifications.
* **Trained staff** on quality control processes and improved operational knowledge across departments.

**Field Researcher & Research Supervisor**

**Sagaci Research Company Ltd**, Africa | June 2013 - September 2015

* **Supervised a team of 30+ researchers**, ensuring effective data collection and timely delivery of insights.
* Managed **logistics and operations** for research projects, improving resource allocation and meeting tight deadlines.
* Coordinated across departments to ensure smooth project flow and overcame challenges that threatened deadlines.
* **Managed market research** projects across three continents, meeting client expectations and ensuring the timely delivery of actionable insights.

**EDUCATION**

**Bachelor of Science, Honors in Food and Sugar Processing**  
University of Bahri, College of Applied and Industrial Science, Sudan | December 2012

**CERTIFICATIONS AND TRAINING**

* **Effective Communication Skills** | Morouj, Khartoum | Aug 2017
* **OSHA - Occupational Safety and Health Administration (30 hrs)** | Khartoum | Nov 2018
* **Internal Audit ISO 9001-2015** | Q-Smart, Khartoum | Jan 2018
* **Strategic Planning & Supervisory Skills** | Morouj, Khartoum | Jul 2019

**KEY SKILLS**

* **Staff Management**: Team leadership, scheduling, performance reviews, training and development.
* **Order & Sales Operations**: Inventory management, order fulfillment, product lifecycle.
* **Process Improvement**: Streamlining workflows, optimizing productivity, reducing waste.
* **Cross-Functional Coordination**: Communication with procurement, maintenance, and quality control teams.
* **Health & Safety Compliance**: Achieving regulatory adherence and ensuring a safe working environment.
* **Time Management**: Prioritization, scheduling, meeting deadlines and production goals.

**Languages**: Arabic (Native), English (Advanced)

**NOTABLE ACHIEVEMENTS**

* **Increased Productivity**: Boosted production output to 50 tons/day at Morouj, achieving **95% efficiency** and minimizing waste.
* **Defect Reduction**: Led a 30% reduction in rejected batches by improving machine adjustments and staff training.
* **Safety Excellence**: Achieved **100% compliance** with safety standards and audits.
* **Cross-Continental Research**: Managed market research projects across Africa, Europe, and Asia, ensuring timely and insightful deliverables.