

MALEK AL DAOUK AL KADI

Operations Manager | Project Management Professional | Logistics & Supply Chain Specialist

Beirut, Lebanon | malekdaouk94@gmail.com | +961 76 624 612 | linkedin.com/in/malekaldaoukalkadi

PROFESSIONAL SUMMARY

Highly accomplished and results-driven Operations Manager with progressive experience in optimizing complex processes, leading high-performing cross-functional teams, and consistently exceeding customer satisfaction benchmarks across diverse sectors, including logistics, apparel, retail, hospitality, and technology. Proven ability to streamline operations, evidenced by successfully managing over 2,000 customer orders annually with 99% accuracy and reducing delivery delays by 20%. Adept at strategic planning, analytical problem-solving, and fostering collaborative environments. Multilingual proficiency in Arabic, English, and French, enhancing global communication and operational efficiency. Willing to relocate internationally, holding a valid passport and a driver's license.

WORK EXPERIENCE

Operations Manager

961Hoodies | Wardaniyeh, Lebanon

Sep 2024 – Present

- Spearheaded operational improvements in apparel manufacturing, boosting workflow efficiency by 25% and achieving a 15% reduction in production costs through strategic process re-engineering.
- Designed and successfully applied a new production scheduling system, resulting in a quantifiable 20% decrease in delivery delays and significantly enhanced customer satisfaction.
- Supervised and mentored a high-performing team of 10 staff, consistently meeting and exceeding stringent on-time delivery targets and quality benchmarks, contributing to overall operational excellence.
- Optimized financial documentation and resource allocation strategies, leading to refined operational output and demonstrating strong fiscal responsibility and cost-effectiveness.

Supervisor

Simple Search Solutions | Achrafieh, Lebanon

Feb 2024 – Sep 2024

- Streamlined administrative processes for social media hiring campaigns, enhancing efficiency by 30% and significantly reducing recruitment cycle time.
- Supervised and ensured accurate financial documentation for campaign budgeting and team expenditures, maintaining fiscal integrity and transparency.
- Collaborated cross-functionally with marketing teams to develop and execute targeted strategies that significantly increased audience engagement by 25% and boosted brand visibility.

Manager

MGN Taxi Company | Beirut, Lebanon

Jan 2023 – Sep 2024

- Orchestrated driver scheduling for a fleet of 50+ vehicles, achieving an impressive 98% on-time service rate and eliminating customer complaints through proactive management.
- Applied proactive vehicle maintenance schedules, successfully reducing downtime incidents by 30% and extending fleet longevity, resulting in significant cost savings.
- Supervised airport pickup coordination, integrating real-time flight tracking systems to optimize service delivery and enhance customer experience, leading to a 15% increase in positive feedback.
- Developed and enforced strict operational protocols, ensuring compliance with safety regulations and improving overall service quality.

Retail & Logistics Coordinator

TECNOTRONIX | Wardaniyeh, Lebanon

Aug 2022 – Oct 2023

- Supervised the end-to-end import and distribution of iPhone orders, increasing fulfillment accuracy by 20% and enhancing supply chain reliability through refined logistics.
- Supervised sales floor operations and optimized stock handling practices, leading to refined inventory management and a 10% reduction in shrinkage.
- Cultivated strong supplier relationships and enhanced communication protocols, resulting in a 15% reduction in shipment delays and refined vendor performance.
- Provided exceptional customer service, resolving complex inquiries, and contributing to a 90% customer satisfaction rate.

Operations Supervisor

Fiery Burger Fast Food | Wardaniyeh, Lebanon

Oct 2020 – Aug 2022

- Supervised comprehensive day-to-day restaurant operations, elevating customer satisfaction ratings to 95% through service excellence and efficient workflow management.
- Supervised payroll, procurement, and supplier negotiations, achieving a 12% reduction in overhead costs and significantly improving profitability.
- Mentored and developed 15+ employees across three shifts, significantly improving shift performance and team productivity by 20%.
- Applied new inventory control measures, reducing waste by 10% and optimizing stock levels.

Dispatcher

KFC Arabian | Khalde, Lebanon

Oct 2017 – Sep 2020

- Efficiently supervised order processing and dispatch operations, consistently achieving a 99% on-time delivery rate for customer orders through meticulous planning.
- Proactively resolved complex logistical issues in real-time, minimizing disruptions and ensuring seamless delivery operations, even during peak hours.
- Maintained effective communication channels with the call center to coordinate deliveries and address customer inquiries promptly, enhancing overall customer experience.
- Trained new team members on efficient dispatch procedures and customer service best practices.

Waiter - Runner

Laguava Resort | Remeileh, Lebanon

Oct 2016 – Oct 2017

- Delivered exceptional high-quality table service, consistently resolving guest issues to ensure maximum satisfaction and positive dining experiences, contributing to repeat business.
- Provided crucial support for kitchen coordination, contributing to timely food preparation and efficient delivery to guests, improving overall service speed.
- Collaborated with front-of-house and back-of-house teams to ensure a smooth and efficient dining experience for all patrons.
- Maintained a clean and organized dining area, adhering to all health and safety standards.

EDUCATION

High School Diploma – Socioeconomic Studies

Amir Shakib Ersan Public High School, Lebanon

Graduated: 2018

SKILLS

Core Competencies: Operations Management, Inventory Control, Workflow Optimization, Logistics Coordination, Key Performance Indicator (KPI) tracking, Cost Control, Process Mapping, Supply Chain Management, Project Management, Data Analysis, Strategic Planning, Budget Management, Quality Assurance

Soft Skills: Leadership, Team Management, Problem Solving, Adaptability, Communication, Attention to Detail, Time Management, Cross-functional Collaboration, Stakeholder Management, Decision Making, Mentorship, Negotiation

Technical Tools: Microsoft Office Suite (Excel, Word, PowerPoint), Adobe Photoshop, Adobe Illustrator, CapCut, After Effects, ERP Systems, CRM Software, Project Management Software (e.g., Asana, Trello), Inventory Management System.

CERTIFICATIONS

- Adobe Photoshop Certification
- Adobe Illustrator Certification
- Graphic Design Training – Ramak Association
- Baccalaureate in Socioeconomic Studies

LANGUAGES

- Arabic – Native / Full Professional Proficiency
- English – C1 / Professional Working Proficiency
- French – B1 / Limited Working Proficiency
- German – A1 / Elementary Proficiency

ADDITIONAL INFORMATION

- Willing to Relocate: Yes (International)
- Willing to Travel: Up to 100%
- Valid Passport
- Valid Driver's License (Category B)