SALEM MAHMOUD AL-HUSSEINI

Operations Manager

Amman, Jordan | salem.husseini@gmail.com | +962 7 8888 9999

PROFESSIONAL SUMMARY

Results-driven Operations professional with over 4 years of leadership experience managing logistics, retail branch operations, and supply chain workflows. Demonstrates a strong track record in supervising cross-functional teams of up to 15+ personnel, engineering efficient dispatch schedules, and enforcing inventory control procedures. Skilled in optimizing standard operating procedures (SOPs), cutting operational costs, and driving measurable KPI improvements. Seeking to leverage proven execution capability and management expertise as an Operations Manager.

KEY CAREER HIGHLIGHTS

- Reduced warehouse damaged goods rate by 35% through the implementation of standardized handling procedures and regular safety audits.
- Accelerated order fulfillment and shipment delivery timelines by 22% by restructuring route schedules and logistics workflows.
- Achieved 99.4% inventory reconciliation accuracy across retail operations by instituting automated stock counting schedules.

WORK EXPERIENCE

Operations Supervisor • Jordan Express Logistics

2022 – Present

Amman, Jordan

- Direct daily logistics operations and supervise a team of 15 warehouse personnel, fostering a high-performance culture aligned with strict delivery SLAs.
- Optimized shipment tracking and dispatch scheduling protocols, increasing on-time order delivery performance from 81% to 96%.
- Spearheaded vendor and carrier coordination channels, cutting localized transit delays and operational transport overhead by 18%.
- Engineered revised material handling guidelines, driving down damaged goods occurrences by 35% within the first 12 months.
- Enforced rigorous occupational safety and quality control standards across shift operations, resulting in zero major lost-time incidents.

Assistant Branch Manager • Prime Stores

2019 – 2022

Amman, Jordan

- Managed daily retail branch operations and financial reconciliations, maintaining 99.4% balancing accuracy on daily sales revenues.
- Overhauled physical stock counting methodologies and perpetual inventory systems, decreasing stock shrink rates by 25% year-over-year.
- Resolved complex customer service escalations, raising localized customer satisfaction scores (CSAT) from 84% to 95%.
- Trained and onboarded 10+ retail sales associates on customer service standards, product cataloging, and POS execution.
- Collaborated with store management to streamline visual merchandising, boosting monthly foot-traffic conversion by 15%.

CORE SKILLS & EXPERTISE

Core Technical Competencies: Supply Chain Management • Logistics & Distribution • Warehouse Operations • Inventory Control & Reconciliation • Fleet & Dispatch Management

Tools, Software & Systems: Enterprise Resource Planning (ERP) • Warehouse Management Systems (WMS) • Point of Sale (POS) Systems • Microsoft Excel (Advanced) • Route Planning & Logistics Tools

Quality & Industry Standards: Standard Operating Procedures (SOPs) • SLA Compliance • Quality Assurance & Auditing • Vendor Management • Process Optimization

Leadership & Management: Cross-Functional Team Leadership • Staff Training & Mentorship • Conflict Resolution • Resource Allocation • Cost Reduction & Budgeting

EDUCATION

Diploma in Business Administration • **Amman University College** 2019

Amman, Jordan

Focus on Operations Management, Business Logistics & Financial Accounting

LANGUAGES

English (Professional Working Proficiency) • **Arabic** (Native)

COMPUTER & IT COMPETENCIES

Proficient in modern enterprise logistics software, reporting tools, and business management applications.

- Advanced Microsoft Office Suite (Excel, Word, PowerPoint)
- Logistics & Inventory Tracking Software
- POS & Retail Management Systems