TARIQ SAMI ABDULLAH AL-MAJALI

Branch Manager & Commercial Operations Director

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PROFESSIONAL SUMMARY

Dynamic and results-driven Branch Manager and Commercial Operations Director with over 6 years of progressive leadership experience in retail management, supply chain optimization, and financial planning. Proven track record of spearheading operational transformations that accelerate revenue growth, eliminate waste, and elevate customer satisfaction benchmarks. Highly skilled in leading cross-functional teams of 20+ professionals, deploying advanced ERP systems, and executing rigorous inventory controls. Adept at strategic decision-making, crisis management, and implementing data-driven commercial strategies to maximize profitability in high-pressure retail environments.

KEY CAREER ACHIEVEMENTS

- ★ Spearheaded commercial strategy and branch turnaround at Al-Faris Trading Group, driving an annual sales increase of 25% within the first 24 months.
- ★ Engineered comprehensive waste-reduction and inventory control frameworks that successfully slashed operational shrinkage and waste costs by 18%.
- ★ Directed the recruitment, training, and performance management of a high-performing multidisciplinary team of 20+ employees, boosting staff retention and productivity.
- ★ Optimized enterprise point-of-sale (POS) and ERP system integrations to reduce transaction processing bottlenecks by 30% during peak seasonal periods.

WORK EXPERIENCE

Branch Manager • **Al-Faris Trading Group** **2021 – Present**

Amman, Jordan

- Direct end-to-end branch operations, commercial activities, and financial performance, managing a dedicated team of 20 staff members across sales, inventory, and customer service departments.
- Design and execute aggressive sales strategies and promotional campaigns, successfully expanding annual revenue by 25% through effective market positioning and client engagement.
- Oversee rigorous inventory audits and stock control procedures, integrating advanced ERP and POS systems to minimize discrepancies and eliminate holding costs.
- Formulate and manage departmental budgets, conduct detailed financial reporting and variance analyses, and align branch goals with corporate profitability targets.
- Establish comprehensive training programs and performance key performance indicator (KPI) frameworks, elevating employee competency, morale, and service delivery excellence.

> **Key Impact: Decreased inventory waste and operational losses by 18% through the implementation of rigorous FIFO stock rotation and automated auditing protocols.**

Procurement Supervisor & Customer Service Specialist • **Elite Markets (Aswaq Al-Nokhba)** 2018 – 2021

Amman, Jordan

- Managed end-to-end procurement lifecycles, vendor contract negotiations, and supply chain logistics to ensure optimal stock availability and competitive pricing.
- Analyzed consumer purchasing trends, sales data, and market reports to forecast inventory demand and optimize stock replenishment schedules.
- Resolved complex customer escalations and service inquiries swiftly, maintaining a 95%+ positive customer satisfaction (CSAT) rating across high-traffic retail cycles.
- Collaborated with warehouse and logistics teams to streamline receiving workflows, reducing vendor delivery lead times by 15%.
- Enforced strict quality assurance and compliance standards across all product lines, mitigating supply risks and upholding safety guidelines.

> ⚡ **Key Impact: Negotiated revised vendor payment terms and bulk discounts that reduced overall product acquisition costs by 12% without compromising quality.**

CORE SKILLS & EXPERTISE

Core Technical / Functional Skills: Branch & Retail Operations Management • Financial Planning & Budgeting • Sales Growth & Commercial Strategy • Inventory Control & Warehousing • Procurement & Vendor Management • Data Analytics & Reporting • Staff Training & Talent Development

Tools, Software & Platforms: Enterprise Resource Planning (ERP) Systems • Point of Sale (POS) Software & Terminals • Microsoft Excel (Advanced Formulas, Macros, Pivot Tables) • Microsoft Office Suite (Word, PowerPoint) • Power BI & Business Intelligence Dashboards • SQL & Database Management Basics

Industry Methodologies & Standards: Lean Retail Operations • FIFO / LIFO Inventory Frameworks • Quality Assurance & Compliance • Supply Chain Optimization • Key Performance Indicator (KPI) Tracking

Leadership & Executive Competencies: Executive Leadership • Crisis Management & Problem Solving • Strategic Planning • Cross-functional Team Building • Conflict Resolution & Negotiation • Effective Communication

PROFESSIONAL CERTIFICATIONS & LICENSES

Certified Retail Management Professional (CRMP) - Retail Association & Global Standards (2022)

Six Sigma Yellow Belt (SSYB) - Operational Excellence - International Quality Institute (2021)

Advanced Supply Chain & Procurement Management - Global Logistics Credentialing Body (2020)

EDUCATION

Bachelor of Business Administration (B.B.A.) • **University of Jordan** 2018

Amman, Jordan

Focused on Strategic Management, Corporate Finance, and Supply Chain Operations

KEY PROJECTS

Automated Inventory & POS Integration Project (Project Lead)

Technologies: ERP Systems, POS Hardware, Advanced Excel

Led the end-to-end migration and integration of legacy cash-register systems into a centralized ERP and modern POS infrastructure. The initiative streamlined checkout times by 30%, enhanced stock visibility across departments, and drastically reduced manual data entry errors.

LANGUAGES

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

COMPUTER & IT COMPETENCIES

Comprehensive command of enterprise IT architectures, data analysis packages, and workflow automation tools.

- Advanced Microsoft Office Suite (Excel Macros & Advanced Formulas, PowerPoint, Word)
- Enterprise Resource Planning (ERP) Systems Implementation & Administration
- Database Management & SQL Queries for Retail Analytics
- Business Intelligence & Data Visualization via Power BI

VOLUNTEER WORK & COMMUNITY INITIATIVES

Active contributor to community capacity building and youth professional development programs.

- Founding Member, 'Tomorrow's Youth' Initiative (2022 – Present): Mentor recent university graduates in leadership skills, team management, and commercial operations readiness.