

DIRECTOR OF SUPPLY CHAIN MANAGEMENT (SCM) AND CONTINUOUS IMPROVEMENT (CI)

LEAN SIX SIGMA BLACK BELT | B2B / B2C / E2E SC | BUSINESS TRANSFORMATION | OPERATIONS EXCELLENCE

Inventory Accuracy **72% ▲ 100%**
Inventory Turnover **82 ▼ 35 days**

Tender hit rate **41% ▲ 48.6%**
PR / PO lead time **71% ▲ 100%**

On time Delivery OTD **48% ▲ 95%**
Document Processing **85% ▲ 100%**

Customer Sat CNPS **54.6% ▲ 71%**
Non-Quality Cost **▼ 26% / 2 years**

A passionate leader who builds supply chains poised for growth, maximizes operational and supplier performance, drives quality and continuous improvement with lasting results, Wide-angle P&L lens on the business, and ability to generate cross-functional alignment, leading and sustaining a lean transformation in both manufacturing and distribution facilities

Solutions-driven International Management (SCM) professional, Six Sigma Black Belt, Business Process Engineer (BPE), KAIZEN facilitator, Quality & Continuous Improvement (Q&CI) specialist. Designated subject matter expert (SME) leveraging 26+ years of quantifiable success in strategically aligning SC operational requirements with financial performance (cash flow statement / P&L) objectives. Appointed to lead most aspects of Strategic Planning, Building Mature Growth Engines, Process Optimization, Global Logistics, Procurement, PMO Process & Tools, Customer Sat & Loyalty Development, Projects & Programs Management.

Valued Offered

Business Improvement

- P&L Responsibility
- Business acumen
- Knowledge Management
- Cost Reduction

Quality & Continuous Improvement

- Lean Manufacturing – 6 Sigma – VSM
- Kaizen - JIT – CRM / Medallia
- Process Standardization
- ISO 9001 / 14001 / OHSAS 18001

Supply Chain

- Global SC Management
- Materials Management
- Contract / Supplier Management
- Strategic Sourcing / Procurement

Leadership

- Developing Performance Team
- Mastering Complexity
- Cross-Cultural Communications
- Analytical thinking



- Process Redesign & Change Management
- Team Building & Motivation • Customer Satisfaction & loyalty development
- Standardization • Integrated Management System • Lean Six Sigma strategies • Digitalization

Executive Career

Al Rashed, Riyadh, Saudi Arabia

Supply Chain Director

Jan 2021 - Present

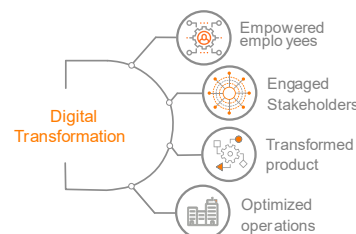
Lead **end-to-end** SC through 4 key streams: **Demand** management, **SIOP** (Sales Inventory & Operations Planning), Supply **Planning** management & Upstream/Downstream **Flows** management. **Designing** & extending innovative & practical **supply chain end-to-end solutions strategies** to enforce sustainable, competitive, and **long-lasting supply chain excellence**, Resolving inventory-planning deficiencies, creating a cost model which can serve as a benchmark in aligning purchasing prices, logistics improvement, and cost analysis strategy, **Creating a clear balance scorecard**, continuous improvement, providing **process transformation solutions**, conducting **DMAIC, Lean, Six Sigma & KAIZEN** initiatives, transparency in performance & **change management** Organized and Developed a high performing team with improvement overall of Employees engagement index.

Executive career - *Continued...*

Schneider Electric, Riyadh, Saudi Arabia	Dec 2015 – Dec 2020
Solution Supply Chain Director – EMEA	Jun 2017 – Dec 2020
Supply Chain Manager	Dec 2015 – May 2017

Inventory Accuracy 72% ▲ 100%	On time Delivery OTD 48% ▲ 95%	On Time Document Processing 85% ▲ 100%	Headcount fixed costs ▼ 33%
Inventory Turnover 90 ▼ 41 days	PR/PO lead time from 71% ▲ 100%	logistics-incurred expenditure ▼ 21%	SC Non-Quality Cost: ▼ 26%
Customer Sat CNPS 54.6% ▲ 71%	Claim Turnaround Time ▲ 63% Faster	SC Net Cost Reduction ▼ 12%	Sourcing Saving ▼ 20%

- **Rebuilt** the Supply Chain leadership team, **established a global sourcing strategy**, filled cultural gaps, **Knowledge management**, diversified supplier base, leveraged scale to achieve cost savings, **Delivered massive savings** through supplier management. **Revenue maximization** through market analysis to identify opportunities for greater global penetration.
- Delivered better fulfilment and profitability through **cost reductions** & quality improvements leveraging design & implementation of Procurement, Operations, Order Fulfilment Efficiency, Departments **KPIs & Balance scorecards**
- Drive **operation excellence** by optimizing supply chain through digitization and tailored supply chain approach
- **Dramatically** improved quality, and timely delivery. **Exercise** oversight of implementation/execution of Lean continuous **process improvement** (aspects of **Kaizen**) methodologies
- **Led cross-functional teams** to design, build, implement and operationalize SC solutions to support regional hubs and application centers on sourcing, **planning, purchasing, execution** & logistics activities to achieve business and financial targets
- Structured the **S&OP** for tender and execution with a focus on Collaborative Sales Forecast, increase maturity towards tender competitiveness, risk mitigation, claim & **change management** to **master P&L margin**
- Achieved historic execution center/ plant **manufacturing cycle-time reductions**, and regained key customer trust



Main Projects Undertaken:

Lessons Learned - SE / €2M (2019-2020)	ARAMCO DC / €17M (2015 - 2018)	Ma'aden - SEC / €200K (2015 - 2017)
Non-Quality Cost - SE / €200K (2019 - 2020)	KSU Projects / €40M (2015 - 2018)	ITCC - GOSI / €50M (2015 - 2019)
Knowledge Mgmt / €200K (2019 - 2021)	National Grid / €120M (2016 - 2017)	ADAS / €20M (2015 - 2017)

International Timber Company, Jeddah, Saudi Arabia	Sep 2012 – Nov 2015
Supply Chain Manager	Sep 2013 – Nov 2015
Logistics Operation Manager	Sep 2012 – Aug 2013

Fixed cost ▼ 57%	Manpower ▼ 65% = reduction 115K annual man-hours	Logistics Cost Reduction ▼ 7.4%	Lost Time Injury (LTI) ▼ 32.9%
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- Led a team of 12 direct reports and 230 **cross-functional** personnel and managed **the entire value chain** of business
- Successfully **optimized processes** by 57% and manpower 65%; which translated to **reductions** of 115,000 annual man-hours
- Formulated & implemented supply chain policies and **standard operating procedures (SOPs)** which helped in achieving 7.4% **reductions** in overall costs and a 14,976 reduction in annual man-hours



Additional Experience

Lafarge Cement, Aleppo, Syria
Supply Chain Manager
 Sep 2009 – Aug 2012

Henkel Int, Aleppo, Syria
Procurement Manager
 Apr 2004 – Aug 2009

Aramex Int, Damascus, Syria
Operations Team Leader
 Sep 1997 – Mar 2004

Education & Credentials

B.Sc. in Electrical Engineering

Damascus University, Damascus, Syria

Master of Business Administration (MBA)

Columbus University, USA - Online

Ph.D. in Marketing

Columbus University, USA - Online

Certifications & Licensure

SSBB Six Sigma Black Belt / PMI, USA

SSGB Six Sigma Green Belt / IQF, USA

Lean Inventory Management / NASBA, USA

Business Process Improvement NASBA, USA

Executive Leadership / PMI, USA

CISCP International SC Professional / IPSCMI, USA

CISCM International SC Manager / IPSCMI, USA

ISO 14001 EMS Internal Auditor / SGS Switzerland

ISO 9001 QMS Internal Auditor / SGS Switzerland

Industrial Safety Leader Certified / CDF, Syria

Strategic Planning / NASBA, USA

Change Management / PMI, USA

Critical Thinking / NASBA, USA

Kaizen Facilitator / PMI, USA

Risk Management / PMI, USA

Awards & Commendations

SE - Excellence Award Inventory Management Audit

SE - Excellence Award - Customer Performance Improvement

SE - Excellence Award Lessons Learned Regional Project

SE - Excellence Award projects Non-Quality Cost Improvement

SE - Excellence Award for High performance in FOBO Project

International Timber - Sawmill Project / Cost reduction

International Timber - Excellent Stocktaking Result

Lafarge - T-One Excellence Award Certificate

Lafarge - ERP - JDE Excellence Team - Go-Life at Plant

Henkel - ISO 14001 Certificate Warehouses

Henkel - MENA Group Best result for inventory audit

ARAMEX - ISO 9001 Certificate Operation Department

Technical Skills

Microsoft SharePoint | Customer Complaints / BFO / I2P Issue to Prevention | ARIS BI Modeler | Lotus Notes | SAP / Oracle / JD Edwards / Microsoft Dynamics AX / GP Enterprise Resource Planning (ERP) Systems | Customer and Experience Management MEDALLIA | Microsoft Project | Microsoft Visio | Advanced Microsoft EXCEL | Microsoft Applications

Professional Affiliations

The Institute of Managers and Leaders - Fellow, since 2017
Council for SC Management Professionals (CSCMP), since 2014

The Saudi Council for Engineers, since 2004
Syrian Engineers Association, since 1995

Extracurricular Activities

United Nations Economic & Social Commission for Western Asia (ESCWA)

Team member for the National Agenda for the Future of Syria Project

Personal Details

DOB: Oct 1972 | Languages Known: Arabic (Native), English (Fluent), & French (Fair) | Riyadh, Saudi Arabia - Syrian Citizen