Mr. Aziz Ihrouren

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# OBJECTIVE

To join a stable organization that offers an atmosphere of respect, positivity, work-life balance and chances to inspire me to use and further enhance my skills in the best possible way for achieving both company and personal goals.

**Professional Summary**

Competencies gained after years, from exercising at different managerial positions that centralizes on human relations.

First started with the Hospitality Industry and carried –on across other industries in Marketing and Sales

Versatile and teachable in dealings with clients of diverse languages, cultural and ethnic backgrounds.

### Academic Background

* Language: Arabic, English, French and Elementary Spanish
* Honors Bachelor Degree of Commerce (Marketing Major)

**Lakehead University**, Thunder Bay Ontario. Canada (**2010-2012**)

* OCAD (Ontario College Advanced Diploma) Business Administration Marketing

 **Lambton College of Applied Arts and Technology**, Sarnia Ontario. Canada (**2007- 2010**)

* Hotel Restaurant and Casino Management Diploma

**Westervelt College** London, Ontario Canada (**2005-2006**)

Certifications:

* Quality Sanitation Management HACCP (2006) USA

Awarded by the Educational Institute of the American Hotel and Lodging Association

* Managing Front Office Operations (2006) USA

Awarded by the Educational Institute of the American Hotel and Lodging Association

* Planning and Control for Food and Beverage Operations (2006) USA

Awarded by the Educational Institute of the American Hotel and Lodging Association

## **Professional Experiences**

**2015-Present** Branch General Manager (on-site)

Fastenal Company Industrial Supplies, Grande Prairie

 Alberta, Canada

* Assisting the company decision makers to build procurements goals, under an stablished Consolidated Supply Chain and mutual valuable long-term relationship with Vendors and Manufacturers to gain strong negotiation power
* Creating quotes, negotiating prices, terms and agreements, developing and implementing an in-house inventory Min/Max system by utilizing the Just in Time –JIT- Inventory Management System, resulting in a visible cost reduction 27%
* Outsourcing and stocking over 5500 articles, managing and securing its availability on a daily basis
* Plan, organize, submit and fellow up the Branch Purchasing Orders and reviewing process claims against suppliers and late deliveries, by monitoring the movement of parts, supplies and materials within the Branch and ensure that supplies, materials and products are available
* Initiated a comprehensive Receiving and Stocking SOP “Standard Operating Procedure” plan, resulting in a 40% reduction of labor time receiving and stocking process
* Recruit, organize, train and lead sales team to gain the business ownership felling and build solid relationships with the branch clients and manage challenging situation with the sense of belonging to One team
* Training the Branch personnel sales techniques and strategies by delegating tasks and encouraging them to develop a sense of detecting opportunities. Branch was awarded in 2018 a Score Card 1st Place Store in Western Canada

**2012-2014** Marketing Assistant Manager

 Boomerang Solution Urban Logistics, Calgary

 Alberta Canada

* Assist the sales and marketing personnel as necessary at any phase of the sales process, by providing market analysis and concise information on potential market
* Develop monthly budget analysis and prepare sales activity reports
* Evaluate market information (competitors) and prepare reports as well as rate analysis required for the decision makers and sales staff.
* Initiate market research studies and analyze their findings in order to prepare package proposals and support information for presentations by the sales team
* Establish distribution networks for products and logistic package offers using different media channels

**2000-2004** Assistant Hotel Manger

 Hotel de Paris Casablanca

 Morocco

* Consistently offering professional, friendly and engaging service
* Providing day to day operational and managerial support for Front Desk, Food & Beverage crew and Concierge Services to ensure all service standards are followed
* Assisting the Front Office Manager and Director of Front Office in all aspects of the department
* Ensuring proper staffing and scheduling of all Front Office colleagues in accordance to productivity guidelines
* Communicating through pre-shift logs, emails and departmental meetings, all pertinent information for the respective shifts and areas of operation
* Training, inspiring, developing, and recognizing Front Office division colleagues including Front Office in the absence Manager and Supervisor
* Assisting guests regarding hotel facilities in an informative and helpful way
* Reviewing arrivals, and ensuring that special requests are met, so that service is anticipatory
* Ensuring accurate billing is completed upon guest departure
* Acting as a liaison for all departments within the hotel
* Following all safety policies, including emergency procedures and vehicle policies
* Supporting Company and Hotel policies and procedures including promoting and participation in Employee Engagement Survey
* Handling Guest concerns and reacting promptly, logging, notifying proper areas and ensuring the utmost satisfaction in resolutions

###  Skills:

* Goal focused and oriented to meet the management deadlines at any given task and to honor the Company Mission Statement
* Competence and proficiency gained in years, from exercising different managerial position across various industries
* Efficient communication skills for negotiating and discussing orders and projects at all levels of the process in an articulated manner, with the ability to disseminate detailed impressions into understandable and tangible ideas to coworkers, clients and competitors
* Expert in consumer behavior, crafting marketing and sales strategies for optimal product awareness and customer reach
* Competent in using POS Software. Inventory Management Warehouse skills in planning inventory control level that satisfied end users product availability and minimized dead stock, transportation and warehousing costs.
* Constant professional attitude in all circumstances with peers and clients with the suppleness to address issues in challenging times

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