

## Oussama Ghanem

Date of Birth: October 8, 1990

Nationality: Lebanese-

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QID & NOC AVAIAABLE.

VALID QATARI DRIVING LICENCE.

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### OBJECTIVE

Seeking a challenging position in Qatar with progressive organization that offers opportunities for advancement where my skills can be employed and developed.

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### EDUCATION

<b>2018</b>	<b>Diploma in logistics &amp; Supply Chain Management</b> With focus on forecasting, procurement, stocks & warehouse management From IABC Management consultancy
<b>September 2010 February 2015</b>	<b>American University of Science &amp; technology (AUST)- Ashrafieh , Lebanon</b> <i>University degree in : Business Management (BA)</i>
<b>June 2014</b>	<b><u>American Consultancy &amp; Training Center</u></b>
Summer 2014	<i>Certificates : Emotional Intelligence Red Cross training certificate Body Language certificate</i>

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### WORK EXPERIENCE

	<b>Operation and Sales manager at Ali international a.i.t.e.</b>
June 2023 - ongoing	<ul style="list-style-type: none"><li>■ Developed and implemented sales strategies to maximize revenue and customer retention.</li><li>■ Oversee daily store operations, ensuring efficiency in the automotive service center (PITSTOP a.i.t.e.) including customer service, delivery and inventory management.</li><li>■ Build strong relationships with clients, ensuring high levels of satisfaction and repeat business.</li><li>■ Recruit, train, and manage a high-performing sales and service team.</li><li>■ Collaborate with marketing teams to execute promotional campaigns and increase brand visibility. And being the company social media representative</li><li>■ Monitor budgets, control costs, and ensure profitability.</li><li>■ Ensured adherence to industry regulations and maintain a safe working environment.</li><li>■ High Expertise in Offroad modifications and products</li></ul>

December  
2022- June  
2023

- Highly knowledgeable in tire specifications, oil grades, and battery technologies, with deep understanding of their quality standards, maintenance needs, and best usage practices to enhance vehicle performance and reliability
- Improved operational efficiency and reducing service turnaround time
- Led a team of 11 professionals, fostering a culture of excellence and collaboration.
- Increased sales revenue by 40% through strategic planning and customer engagement.

### **Top Performance**

#### **Whole sales Manager : Lucas oil & off-road parts**

- Extensive knowledge in Off-road jeeps tuning , Lubricants, equipment's and quality of parts
- Handling marketing analysis by studying company products Vs. competitors, market & opportunities available
- Achieving sales targets
- Identifying market opportunities and reflecting to procurement & suppliers
- Applying company KPIs
- Handling all off-road events sponsored by the company
- Assists wholesale account customers in selecting required parts or accessories in a friendly, professional and efficient manner
- Informs customers about part requirements and ensures that the customer is exposed to the full product line.
- Follow up with procurement on needed stocks, quantity & quality
- Reflect the market status to suppliers for improvement
- Handles yearly planning sheet for orders & promotions needed
- Plans yearly sales forecast per customer for the wholesale department

November  
2015-2022

#### **Lebanon 4x4experts Co.**

##### **Jeeps Uplifting & spare parts Sales**

- Extensive knowledge in Off-road jeeps tuning
- Trading & sales experience with Qatar, Saudi Arabia & Oman markets
- Purchasing items from different supplier round Gulf area, America & Australia.
- Knowledge with Import formalities; Duties & clearing of Items
- Experience in Automotive trading and parts sales & 4x4 modification experience
- Wide knowledge in 4x4 parts and accessories & its sales techniques

(private  
business)

#### **Alley Resort Catering**

##### **Purchasing & Sales Coordinator**

October2014-  
November  
2021

- Managed all import formalities from choosing the products to ordering & shipping & following clearing with the customs & clearing agent.
- Following up all LOCAL purchasing process from Chef orders, warehouse needs, and catering company need
- Assisted in the Pre- opening of Catering section and manger all equipment purchasing
- Searched for customers ( weddings, birthday parties, social gatherings)
- Assisted the customers on choosing their best packages for catering that fits their needs and budget.
- Correspond with suppliers to allocate best sources
- Prepare costing sheets & purchase order

Summer 2014	<b>Alley Resort Hotel- Alley , Lebanon</b> <b>Purchasing Officer</b> <ul style="list-style-type: none"> <li>• Contact suppliers concerning new orders for the restaurant &amp; the hotel supplies</li> <li>• Prepare costing sheets &amp; purchase orders &amp; fills out all necessary data including</li> <li>• Follow up payment terms</li> <li>• Follow up with central warehouse on all orders</li> <li>• Follow up with central warehouse</li> </ul>
Summer job 2009 -2010- 2011- 2012	<b>Phoenicia Grand Hotel (5stars), Lebanon</b> Reception and Floor monitor Skills Gained: <ul style="list-style-type: none"> <li>• Meet Customers and negotiate prices, &amp; offers.</li> <li>• Follow up customers satisfactions.</li> <li>• Monitor the Customer's needs &amp; assist them in their requirements.</li> <li>• Follow Booking schedule</li> <li>• Ensure that all correspondences with Customer regarding booking details &amp; needs are circulated to all concerned parties in the organization</li> <li>• Computer, Data Entry on FOX program</li> </ul>
2010- 2011	<b>H2- Beirut, Lebanon</b> Retail Shop - Salesman Skills Gained: <ul style="list-style-type: none"> <li>• Contact Main management concerning new items &amp; orders &amp; their relevant prices.</li> <li>• Ensure smooth selling process with the end customers and fulfill their need.</li> <li>• Prepare Selling sheets &amp; purchase orders for main management.</li> </ul>
Events:	<b>Off Road &amp; sport Event Planning :</b> In cooperation with EVENTINGLB; organizing Two successful Tournaments: <ul style="list-style-type: none"> <li>• Al Warhanieh Off Road Competition</li> <li>• Aramoun Off Road competition</li> </ul> Duties included: <ul style="list-style-type: none"> <li>• Preparing the Road and area safety</li> <li>• Coordinating with the teams on the schedule and organization</li> <li>• Finding sponsors</li> <li>• Supervising the competition honesty and organization</li> </ul>

## SKILLS

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- **Languages: fluent in Arabic and English (spoken and written)**
- **Computer: Good in Word, excel , power point& data entry**
- **Management of groups, Communication.**

## HOBBIES

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**Hunting & Off road organizing events**

Reference will be available upon request.