

Name Surname

OPERATIONS MANAGER

Amman, Dubai |
0096 555 555 555 |
LinkedIn Profile |



**Processes Improvement • Start-Up • Business Modelling • Pre-Sales Support
Operations Management • Software Development • Online Marketing • Salesforce**

A result-oriented professional with proven abilities in planning, managing projects, improving efficiency of operations, team building, and detailing project information to determine effective processes for operations. Able to identify areas of strength and weakness and implement company policies, standards, changes in operations, and systems that optimize productivity and bottom line. Demonstrated ability to motivate staff to maximum productivity and control costs through the most effective uses of manpower and available resources.

Venture Development	Product Management	Online Marketing
<ul style="list-style-type: none">• Business modeling• Sales process optimization• CRM integration• Pre-Sales support• Business development• Scaling sales processes	<ul style="list-style-type: none">• Define product roadmaps• Manage software development• Project management• Vendors management• PHP code write using Larval, Symphony 2	<ul style="list-style-type: none">• Plan and manage online marketing campaigns using Google AdWords, Facebook, and other paid adverting networks.• Build optimized landing pages• Analysis of campaigns outputs• WordPress, Unbounce, and many other tools

SELECTED HIGHLIGHTS

- Playing a key role as an Operations Manager for Heroleads [VC' backed lead generation start-up] by leading the products management, automation of the internal processes, and pre-sales support.
- Oversee the stabilization of internal processes in less than nine months which includes Salesforce customization to accommodate sales processes, marketing backend operations, reporting operations, call leads tracking and monitoring, which resulted in **improvement process growth** within eighteen months period, and fueled **increases in client account base from X clients to over XX in less than eighteen months.**
- Orchestrated two Start-ups: Qayrwan [service providing professional online courses for Arab women]. **Result: Qayrwan won the first place in MENA 100 business plan competition and getting a \$XXk as seed fund and collecting over Xk subscriber**; Co-founded and boosted start-up of the GSS which was a software outsourcing company that built and supported websites.
- Big picture thinker, driven to impact the client's or business' unit leader to understand his or her business objectives while ensuring collaborative process and smooth flow of start.

PROFESSIONAL BACKGROUND

COMPANY NAME, Middle East	Present
HEAD OF OPERATIONS	2014
<i>Company Name raises global awareness about social innovation in the Middle East by providing an online platform for non-profits and socially minded for-profits to produce and distribute story-driven, low-cost videos.</i>	
<ul style="list-style-type: none">• Provide team leadership in high-level operational work, ensuring quality, productivity, and efficiency throughout the provided platform internal processes.• Lead in a collaborative and partnership style, excelling at timely proactive communications.• Hold full accountability for driving continuous productivity initiatives across sales and film distribution.	
COMPANY NAME, Dubai, UAE	Present
OPERATIONS MANAGER	2013
<i>Company Name is an online lead generation company in Dubai, helping businesses to generate leads from the internet by using a mix of technology and experience.</i>	
<ul style="list-style-type: none">• Playing a significant role in long-term strategic plans toward operational excellence – developed long-range forecasts and maintained long-range processes plans, developed and implemented organizational strategies and policies.• Supervising and increasing effectiveness and efficiency of operational systems and processes/policies to support organization's mission; specifically, supported management reporting/information.• Acted as a focal point for stabilization of internal processes in less than nine months which includes Salesforce customization to accommodate sales processes, marketing backend operations, reporting operations, call leads tracking and monitoring.• Revitalized sales performance through the implementation of sales, operations, and customer service training.	
COMPANY NAME, United States	Present
FELLOW	2014
<i>Company Name is a student initiative at Stanford University that enables the most promising youth change agents from across the Middle East, North Africa, and United States to learn from each other, advance their work, and share, through TEDx style talks, their ideas and experiences with the world.</i>	

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COMPANY NAME, United States – **FELLOW** [continued]

- Meeting with other fellows to discuss the experiences each had working.
- Assisting with leading related activities and with working with students.
- Accountable for taking a full course load and working in the field at the same time.

COMPANY NAME, Jordan

2013**FOUNDER****2010**

A social venture to help Arab women access live classes in the topics of science, technology, English language, and entrepreneurship.

- Generated a start-up line of online business in coaching, teaching, and training.
- Consulted with companies in the start-up, focusing on cross-cultural issues, partnership formation, strategic planning, and legal and financial regulatory requirements.
- Hired staff, set up all required infrastructure, and built an awesome eLearning software.

COMPANY NAME, Jordan

2008**CO-FOUNDER****2007**

A Software development company offering coding and software services on a contract basis.

- Developing and creating different software systems as per the specifications, mainly using PHP.
- Efficiently developed portals for small business, managed websites, and modified scripts including blogs, database design, and various software development tasks.

COMPANY NAME, Germany

2008**PROJECT MANAGER ASSISTANT** [intern]

A German multinational automotive corporation. Owns or has shares in a number of car, bus, truck and motorcycle brands. Daimler is the thirteenth-largest car manufacturer and second-largest truck manufacturer in the world.

- Learned the Project management method Houston/PMI Project.
- Planning Project Documentation Communication and coordinating of the technical feasibility of an employee survey within the Daimler Financial Services AG General support of the ITF/GH department.
- Gained Project Management skill according to PMI standards, Microsoft Excel Advanced analytic formulas, lotus notes, and IBM web sphere among other project management tools for financial services.

EARLIER POSITIONS HELDCOMPANY NAME, Jordan – **SOFTWARE TESTER**

2006-2007

CONTRACTOR, Jordan – **SOFTWARE DEVELOPER**

2002-2007

COMPANY NAME, Colorado, USA – **SOFTWARE DEVELOPER**

2000-2006

EDUCATIONAL BACKGROUND**Bachelor's Degree in Computer Engineering****2005-2010**

JORDAN UNIVERSITY OF SCIENCE AND TECHNOLOGY

Academic Accomplishments:

- IEEE Computer Society Student Chapter Chairman
- Microsoft .NET Club Vice Champ

Jordanian High School Graduation in Scientific Stream**2004-2005**

IRBID HIGH SCHOOL

VOLUNTEERINGNAME, Jordan – **SOCIAL LEADER TRAINER**

2012-Present

SOCIETY NAME, Jordan

2002-2008

DISTINGUISHED MEMBER in ENVIRONMENT & EDUCATION SECTION**HONORS & AWARDS**

- Winner of the **2nd Place** for Creative Expression for Social Justice – COMPANY NAME Team | 2015
- Winner of the **first place** in MENA 100 – Business Plan Competition held in Bahrain with grand prize of XX,XXX USD [url]
- Won an **essay contest** sponsored by the U.S. Department of State Bureau of Economic and Business Affairs. The essay talked about the democracy of Education of Muslim women.
- **Recommendation Letter** from the Manger of the COMPANY NAME
- **Award** from the Society Name for scientific excellence in researching.
- **Award** from the Name School for gifted students for participating in "Developing and designing electronic websites over the internet".
- **Award** from COMPANY NAME (Jordan), Association for Forest Development and Conservation (Lebanon) and Ministry of Education (Bahrain) for participating in the second regional workshop in Lebanon.
- **Certificate of appreciation** from the NAME program. Colorado, USA