

# Mahdi Omar

Chwaifat, Beirut, Lebanon 

76-941684 

Mahdi.ahmad.omar@gmail.com 

www.linkedin.com/in/mahdi-omar-aa2ba6178 

To obtain a challenging position that fully utilizes my skills and provides me with suitable opportunities to grow my technical and communication skills which would help me as a fresher to grow while working towards the organizational goals.

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## Skills

- Great organizational and supervision skills.
- Ability to learn a new language in short time.
- Strong project management experience of the whole project life cycle, from the projects initiation to QA, plus the ability to operate diverse projects concurrently.
- Powerful business analysis skills
- Excellent team leader with the full capacity of function on initiative, manage client issues through help desk systems and feed status reports back to the management team.
- Excellent analytical and communication skills, good negotiation skills, approachable with strong problem-solving skills.

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## Experience

FEB 2023 – SEP2023

**Junior ERP Developer / Gray Mackenzie Retail Lebanon**

- Configure, develop and deliver MS dynamics NAV software and components in all functional areas.
- Perform data conversions, debug system problems, and craft resolutions.
- Test functionality developed by the development team against business requirements.
- Support and drive process change and communication in line with NAV best practice.
- Coordinate and contribute to end-user training including development of system documentation and training materials.
- Take responsibility for delivering development tasks within agreed budgets and timelines.

- Work with the project manager and business analyst to understand the business/application requirements of the assigned task.
- Any other tasks as reasonably require.

**SEP 2022 – DEC2022**

**Floor Manager / Top Market- Democratic republic of Congo**

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- Maintains the highest standards of quality and hygiene.
  - Responsible for performance review of Fresh Departments in the store.
  - Sets and maintains the fresh asset standards for optimal operational performance.
  - Ensures the compliance of hygienic and safety standards.
  - Ensures freshness and quality of the products for the customers. Control the sales area. Ensure the storage is always clean, orderly and well maintained.
  - Proposes and justify request for any renovation and new equipment.
  - Discusses sales performance, display methods, signage, product handling, ordering, shrinkage and quality with the Store Manager, Duty Managers and Supervisors.
  - Trains the store fresh team on fresh standards and support to the stores in achieving sales and margin targets. Evaluate and provide KPI to operations for performance improvement.
  - Ensures development and implementation of performance measurement and evaluation.
  - Continuous review, update and recommend necessary revisions of operation procedures to adapt requirements and current projects.
  - Maintains close contact with Fresh Food Commercial Department in terms of market information, trends, promotions and sales development.
  - Ensures timely communication to the stores on project implementation and coordinate the project completion.
  - Sets the standard for fresh product specification to the respective stores.

**MAY 2017 – SEP2022**

**Home-Division Supervisor / Gray Mackenzie Retail Lebanon –Spinneys Lebanon**

- To assist the sales manager in leading, directing and motivating the sales team in order to achieve the overall corporate sales objectives.
- To assist the sales manager in revising an implementing the sales strategies plans.
- To assist the sales manager in generating sales opportunities by identifying appropriate business targets.
- Supervise the shift that I scheduled.
- Assist the sales manager by completing all assigned duties.

**JULY 2015 – APRIL 2017**

**Home-Division Assistant / Gray Mackenzie Retail Lebanon –Spinneys Lebanon**

- Watch on inventory levels and follow up the needs of the customers.
- Customer service by helping customers as increasing sales.
- Managing the store activities such as inventory, accounting sales, promotions, etc...
- Maintains stocks of goods in sufficient quantities.
- Communicates with customers and provide them with the relevant goods and information.
- Ensures appropriate placement of all displays to promote sales.
- Respects company policies & procedures.
- Communicates all issues to the line manager.

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## **Education**

FEB 2023

**Master in computer science / Lebanese international University**

GPA: 3.47

MAY 2020

**Bachelor in computer science / Lebanese international University**

Three certifications from Cisco: IT essentials, Introduction of networks and Routing-switching essentials.

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## **Technical Skills**

**Languages:** Java, C, C#, SQL, C/AL

**MS applications:** Word, Excel, PowerPoint

**Operating systems:** Windows, Linux

**Platforms:** Android Studio, Visual Studio, SQL server management studio, Matlab, Navision.