

# Omer S. Taufek

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manager-consultant

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**PROFILE** 

Dynamic and motivated professional with a proven record of generating and building relationships, managing projects from concept to completion, designing educational strategies, and coaching individuals to success. Skilled in building cross-functional teams, demonstrating exceptional communication skills, and making critical decisions during challenges. Adaptable and transnational leader with an ability to work independently, creating effective presentations, and developing opportunities that further establish organizational goals.

www.linkedin.com/in/senior-manager-consultant

Skype: Taufekamro

WORK EXPERIENCE

#### **Dawar Al Shams LLC**

Aug 2018 — Present

Business process consultant

Define DIAMAC, and its processes, Create KPI Draft forms and implies initial process, set-up goals for 3 months( long-term) from Sells kick-off, Identify distribution channels side-by-side with Mgm board, Set OLAP process, & establish sells control chart Create inventory control charts, Set up P & L monthly RPTs', Define and process channels SDLC of distributions, Create HR initial department policies and control of measurements

Train distribution line planners on the assortments order fulfillment process reducing customer order response time by 6.5%.

Successfully facilitated the implementation of a department wide re-organization of teams and job functions

Supported process design, implementation, and quality control monitoring to identify improvement opportunities, implement solutions, and measure impact. Drive implementation of a centralized continuous improvement from establishment.

Create & Develop sustainable, repeatable and quantifiable business process improvements utilizing a data driven approach

Organize, lead, and facilitated cross-functional project teams from project inception to completion, including operational support

Streamline remote sales (ERP) application allowing more flexibility and quicker order processing by sales force.

Facilitated brainstorming sessions, created value stream maps, conducted DOE analysis to determine sources of variation

Provide ongoing support to resolve open issues and facilitate design improvements

Designed and implemented a formal inventory targeting process, improving lead time of

consumed assortments by 25%

Redesigned and delivered training for business users across multiple accounts functions

Conduct training classes and provided quality assurance for technical support staff

Implement new processes and procedures, redesigned and documented procedures, and created various reports requested by the business

# ACR General Contracting & Consultancy - Busra, Iraq

Dec 2017 — Present

Business process Officer/Consultant

Worked closely with all product development departments to create and maintain marketing materials for sales presentations and client meetings

Studied company-wide processes and ensured compatibility of applications.

Reviewed files, records and other documents to obtain information and respond to requests

Streamlined internal processes by working with department managers to identify all process requirements

Improved information collection and its sharing access for management board.

Advocated for in-house training to ensure analysts are up-to-date on newly developing technology.

Implemented Sales & Operations Planning process, leading to average of 10% improvement of raw materials discounts

Developed new quality standards for better quality performance and reliability

Managed 10 -12 million budget projects and achieved project scheduled goals

Solved and created related department policies such as HSE, QA & SCM.

#### Fajr Group-Telecom - Erbil, Iraq

May 2017 — Present

**Business Improvement Officer/Consultant** 

Implemented user acceptance testing with a focus on documenting defects and executing test cases.

Trained, supported and mentored Greenbelts on Six Sigma, Lean methodology, and operational functions.

Managed system testing, training material development, and deployment team training

Documented business processes and analyses procedures to see that they would meet changing business needs

Developed sustainable, repeatable and quantifiable business process improvements utilizing a data driven approach

Managed and trained a team of 6 key business users to evaluated and documented over 180 existing legacy interfaces for order management in order to consolidate and streamline business practices

Implemented standards and trained department managers to ensure reports and metrics met business needs.

Reactivate ISO audit preparation of business processes, documented process changes,

work instructions and process maps.

Designed and developed master data management model and data governance structure with policies and procedures formulated that results in increased accuracy, consistency and visibility of end-to-end data across the enterprise

# Hala Sat Telecom - Baghdad, Iraq

May, 2016 — May 2017

Business Process Manager (BPM)/CEO Deputy/Operations

Developed and implemented client service program, which expanded small-to-medium client base by 22%

Increased yearly income growth to 340 thousand in less than 6 months.

Supported process design, implementation, and quality control monitoring to identify improvement opportunities, implement solutions, and measure impact. Drove implementation of a centralized continuous improvement program

Developed sustainable, repeatable and quantifiable business process improvements utilizing a data driven approach.

Improve the service development process by incorporating design for Six Sigma.

Collaborate all impacted stakeholders to work through any escalated issues or requests

Implemented new processes and procedures, redesigned and documented procedures, and created various reports requested by the business

Improved customer service satisfaction by 6% annually through after sales management initiatives, marketing and flexible technical practices.

#### Tetra Tech - Iraq

May, 2015 — Nov, 2015

Country Inventory Officer/Audit-Baghdad,Iraq

Conducted research on logistics operations, including literature reviews, interviews and site visits.

Developed and rolled out new policies.

Received all imported goods and checked product condition and count. Created a holding & current cost budget and developed a comprehensive plan to accomplish company objectives while staying within budget.

E-mailed NGO\\'s, donations updates.

Took corrective action in the case of accidents and delays to minimise extra expenses.

Reviewed and analyzed data from previous records in non-competing industries to amass strategic insight.

Updated the database with changes in commodities status.

Minimized damage and repair costs through careful management and preventative maintenance.

Royal Transportation
Management Systems L.L.C
(RTMS) Abu Dhabi, United Arab
Emirates

May, 2009 — Nov, 2014

Regional General Manager-United Arab Emirates

Developed metrics and measured success in order to further penetrate the marketplace.

Developed start-up and scaling cost estimates for business plans proposed to venture

capital firms.

Prepared programme operating budgets, budget reports and other financial performance reports.

Documented business processes and analysed procedures to see that they would meet changing business needs.

Planned and conducted 5Senior staff training\\'s per 1 Month, with an emphasis on Department goals.

Assessed the impact of current business processes on users and stakeholders.

Teri Cultivated trust between Banks, accompanied customers by creating customer loyalty programme.

Conducted ongoing reviews of all programme financial systems to achieve targeted Mid-Terms .

Mapped current processes internally & externally and offered recommendations for improvement.

Boosted gross yearly sales from AED 400k to AED 1M in under 3 years.

Analysed contract performance for bids, budgets and forecasts.

Improved the product development process by incorporating design for Six Sigma.

Performed competitor bench marking analysis and identified savings opportunities and potential product enhancements.

### Royal Transportation Management Systems L.L.C (RTMS) Abu Dhabi, United Arab Emirates

Nov 2007 — May 2009

Chief Operation Officer (COO)-Abu Dhabi, Untied Arab Emirates

Established operational objectives and work plans and delegated assignments to subordinate managers.

Reduced overtime by 19% by conducting distribution aggregation plannings .

Established project control procedures such as project forecasts and cash flow projections.

Conducted OLAP analysis and incorporated findings.

Completed over 10 performance reviews each quarter, offering praise and recommendations for improvement.

Reduced average contract expenses by 4% through aggressive negotiations with vendors.

Reduced employee turnover by 22% through Incentives programme, M & E & others that increased productivity by 6%.

Compiled and drafted more than 6 reports reports each on monthly basis.

Developed and rolled out new policies.

Hired and trained more than 22 new-staff on mid & senior levels.

#### **QUALIFICATIONS**

Consolidations, Performance evaluations, Logistics management, Work flow planning, New product introductions strategies, Quality assurance and control, Product development and life cycle, Process improvement, Management information systems,

Customer needs assessment, Complex problem solving, Methodologies and deployment, Price analysis, Marketing Management, Green & Black belt segmentation.

Inventory control, Project controls, Strategic planning, Multi-site operations expert, Microsoft Office Suite expert, Multi-operations management, Contract management, Change Management theory, Business process mapping, Workflow analysis, Creative, Trained in Six Sigma methodologies, Operational assessments, Traffic analysis, Effective leader.

#### **EDUCATION**

# 6 Sigma Certifications

May 2018 — Oct 2018

Alison, Ireland

Average of 90% score

Control Charts - Revised 2018, GPA: 96%, AC-1350-6916028

Understanding Bench-marking Methods - Revised 2018, GPA: 84%, AC-1349-6916028 Taguchi Methods And Robust Design - Revised 2018, GPA: 90%, AC-1345-6916028 Fundamentals Of Using Six Sigma In Supply Chains - Revised 2018, GPA: 85%, AC-1344-6916028

Design Of Experiment - Revised 2018, GPA: 96%, AC-1346-6916028

Diploma: 6 Sigma

Sep 2018 — Present

Alison, Ireland

Diploma: Business Process

July, 2017 — March, 2018

Management

Alison, Ireland

GPA: 84%, Syllables #21. Certificate No:AC-623-6916028

Learning Path (Certificates):

Information System, GPA: 100%, AC-606-6916028

Documenting Business Processes and Information Systems, GPA: 95%, AC-608-6916028

Business Intelligence and Knowledge Management Systems, GPA: 95%, AC-611-69160280

Understanding Systems Analysis, GPA: 95%, AC-613-6916028

Systems Design and Implementation, GPA: 95%

Diploma: Quality Management

Aug, 2016 — March, 2018

Alison, Ireland

GPA: 91%, Syllables #21. Certificate No: AC-685-6916028

Learning Path (Certificates):

Introduction to Quality Management, GPA: 95%. AC-672-6916028 Cost of Quality and TQM Tools, GPA: 80%, AC-676-6916028

Service Quality for Service Industries, GPA: 100%, AC-684-6916028

Quality Standards: GPA: 95%, AC-689-6916028

Diploma: Operation Management

June, 2016 — March, 2018

Alison, Ireland

GPA: 96%, Syllables #21, Certificate No: AC-345-6916028

Path (Certificates):

Fundamentals of Operations Management, GPA: 96%, AC-194-6916028 Applied Operations Management -Forecasting, GPA: 84%, AC-829-6916028 Applied Operations Management - Aggregate Planning, GPA: 96%, AC-830-6916028 Lean Manufacturing - Line Balancing and Facilities Location, GPA: 92%, AC-831-6916028

Inventory Management - Using Inventory Models, GPA: 96%, AC-832-6916028

**INTERESTS** 

Change, Improvement & Operation Management fields. Black & Green Belt segmentation, Business Consultation & Coaching.

**REFERENCES** 

**Upon Request**