**Mr. Abbas Zaydoun**

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D.O.B: 12/05/1981

Nationality: British

**PROFILE**

Energetic, passionate and ambitious individual with more than 15 years experience in senior management at QSR franchising and Retail Operation allowing the knowledge gained to be shared with people to assist them in reaching their targets and goals. I am held accountable for all aspects of sales and retail management, from P&L control, recruitment, training and coaching through to marketing and promotion. I am also capable of presenting to and interfacing with demanding senior management at a strategic business level. I am a natural leader, able to optimise team potentials to focus on delivering business results, and to contribute skilfully as a valued and ethical team player. My pragmatic perspective enables me to seek continuous improvements parallel to delivering successfully, achieving objectives and business benefits.

**EMPLOYMENT HISTORY**

**June 2016 – Present**

**Operations Manager North -West Region (BK Corporation) UK**

* Full P&L accountability for 40 QSR Stores.
* Leadership - Setting goals for the work group, developing organizational capability, and modelling how we work together: Develops the store management team within the district to deliver excellence with respect to the customer experiences.
* New Store Opening and start up experience, Brand Development.
* Drives the implementation of company programs by motivating and supporting the store management team within the district to develop and implement action plans that meet operational and organizational objectives.
* Manages through your own creative events as well as firm events to keep district operating to standard.
* Manages with integrity, honesty and knowledge that promote the culture, values and mission of the organization.
* Plans, identifies, communicates and delegates key responsibilities and practices to the store management team to ensure smooth flow of operations within the district.
* Reviews store environments and key business indicators within the district to identify problems, concerns, and opportunities for improvement in order to provide coaching to the store management team to take action and achieve operational goals.
* Monitors and manages district-wide management staffing levels. Ensures management-level partner development and talent acquisition in order to achieve and maintain district operational requirements.
* Utilizes existing tools to identify and prioritize communications and filters communications to the store management team within the district. Communicates clearly, concisely and accurately in order to ensure effective operations at the store and district level.
* Ensures adherence to applicable wage and hour laws for non-exempt partners and minors.
* Solicits customer feedback to understand customer needs and the needs of the local community.
* Utilizes management information tools and analyzes financial reports to identify and address trends and issues in district performance.
* Partner Development & Team Building - Providing partners with coaching, feedback, and developmental opportunities and building effective teams.

**January 2014 – March 2016**

**Retail Operation Manager, (Al-Yasra Trading Group Foods) GCC Baghdad/Erbil/UK**

Works with the Managing Director and other Heads of Function to influence the creation and communication of company strategy, business priorities and targets for the Regional Teams and ensures there are systems in place to enable the shop managers to receive the information in a timely manner.

• Generates ideas about future retail activities to ensure a cutting edge strategy; maintains up to date knowledge of the market place, competitors and trends.

• Uses open feedback mechanisms from the operations team with other departments to ensure the integration of the retail strategy with Minds’ other activities.

• Influences and supports the retail element of the annual budget process ensuring understanding and buy in from the operations team. Constantly reviews financial data and supports the Regional Managers in providing realistic input into the sales budgets.

• Takes decisions on matters relating to the day to day retail operation, within their defined work area, including the strategic planning of resources.

• Translates the strategic goals into retail operational plans to achieve the required targeted growth in sales and profit; identifies and optimizes promotional opportunities ensuring these are co -ordinate with wider Mind promotions and campaigns.

• Ensures that the retail operation complies with all policies and procedures relating to Security, Health and Safety; influences any changes necessary to meet statutory requirements, ensuring minimum risk to staff members and the business.

• Ensures all new shop proposals meet the required return on sales prior to submitting any recommendations to the Managing Director; all new shop locations must be visited to ensure they will trade effectively and meet the proposed budgets.

• Spends time in shops with retail shop teams and customers to understand and identify business critical issues in order to ensure the alignment of tactics and strategies; maintains the corporate identity of Mind in all shops and related initiatives.

• Takes a lead role in building a strong sales management culture with the operations team; spends time coaching Regional Managers, identifying skills and opportunities for development; provides advice and guidance on shop manager issues when needed.

• Works with the HR Business Partner to ensure people management issues are satisfactorily resolved and relevant HR policies and procedures are adhered to. Chairs disciplinary, grievance, capability hearings and appeals as required

. • Proactively manages and reviews the performance and progress of Regional Managers and their regions, sets objectives and targets; works with Regional Training Manager to develop individual training plans for the team.

• Instigates the creation of procedures and systems to maximize volunteer recruitment, and retention.

• Recruits, trains and develops staff ensuring adherence to Mind’s HR systems and procedures.

• Maintains and constantly develops innovative and cost effective stock generation; monitors stock weekly to achieve bottom line sales budget against monthly targets.

• Regularly produces and presents a range of financial/non financial reports for the Managing Director and the Retail Board as required.

**September 2006 – December 2013**

**Operations Consultant, Premium Restaurant London**

• Provide oversight and support for 8-plus store locations

• Enforces initiatives related to regulatory guidelines and client requirements

• Lead role in the stewardship of client Health and Safety Programs and Initiatives

• Responsibilities will include the maintenance and modification of quality management systems and procedures and leading the continuous quality improvement efforts

• Recruit, train, and manage a contingent remote work force with knowledge of Risk Control and Safety Procedures

• Assume responsibility for the daily operations of assigned accounts, including relationship management of client field personnel

• Define key business processes and their requirements; provide support to the field and interact with internal and external customers

• Travel requirements are dictated by the necessities of the job. Represents Company and client at trade conventions as required

• Effectively manage Client(s) facility maintenance, clearly articulate business drivers, and FM Facility Maintenance Processes

• Responsible for ensuring Service Providers maintain high standards of safety and operational integrity. Review Service Provider coverage model. Ensure optimization of the program.

• Manage Customer Satisfaction and positive client relationships.

• Provide oversight of the facility operational review process. Identify customer locations with high maintenance activities and produces recommendations that result in reduced down time and maintenance costs.

• Keeps Division Facilities Manager informed of major issues.

• Provide oversight of the asset management program. (i.e.: building, equipment).

• Works with Operations and various client departments on remodels, capital replacements and program rollouts requiring equipment and/or contractor services.

• Represents FM at meetings with McDonalds, including but not limited to:

O Division

O Operations Staff Management,

O Store Managers,

O Contractors

O Division Communication Conference (DCC).

O DFM Staff Meetings

O Divisional Market Meetings

O Franchise Market Meeting

• Conducts meetings and makes presentations on facilities related issues and topics as appropriate.

• Maintains a high level of technical expertise in the field of construction, refrigeration, fast food equipment, electronics, utility management, etc.

• As necessary, will work with FM Accounts Payable department to review and resolve invoicing issues and accounting issues, i.e. disputed charges or costs charged to wrong account, by working directly with McDonald's accounting department.

• Perform oversight of the repeat / multiple service calls that have been submitted for specific sites

**February 2003 – September 2006**

**Business Retail Manager, Tesco ltd, London**

* Store Manager at a store with a turnover of £300K a month, and I had a direct responsibly for 10 line managers and 150 colleagues. I was accountable for business commercial strategies, finance, stock control, recruitment, training, performance reviews and day to day service and management issues.
* Maintaining customer service, product availability and promotions
* Compliance of trading law and environmental audits relating to departments and colleagues
* Perpetual inventory (process team) ensuring the accuracy of price changes, company requested counts, cubing products to fit shelf.
* Working to targets to be within budget, i.e., sales, customer, finance, waste, wages, shrinkage.
* Ensuring absence is controlled and within company measures.
* Maintaining customer service and availability
* Compliance of audits, managing the law, HR, shrink, payroll, cash
* Staff training (including management)
* Stock control routines and procedures
* Weekly payroll and forecasting of wage spend
* Budget control within company guidelines and helping to achieve store/staff bonus
* SYA (supporting your attendance)

**ACHIEVEMENT**

* Store turnover increased week to week by £100,000
* Training and promoting managers to senior management
* Achieving all my commercial review
* Achieving 120% bonus running 2 years
* Reducing my shrink budget from 0.87% to 0.45%
* Nominated as Deputy of the Year in 2010-2011-2012

**EDUCATION**

**Sept 2006– Jul 2009**

**University of Leeds**

BA Arabic& Islamic Studies

Grade – 2:1

**SKILLS**

Language skills: Fluent in reading, writing and speaking Arabic

Computer skills: Microsoft word, Excel (data analysis), PowerPoint

Microsoft Dynamics AX

**INTERESTS**

Health and fitness being a great hobby, I regularly visit the gym and play a variety of sports including football, snooker and squash. I also enjoy travelling and have been to Egypt, Tunisia, Dubai, Turkey, Mexico and Spain.

**REFERENCES**

**Mr Mohammed Naji**

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