



Mohammed Itani

Operations Manager & Business Development

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Dubai, United Arab Emirates

Valid Gulf & USA Driving License

American

Results-oriented **Operations Manager, and Business Development Professional** with more than **18+ years** of experience in day-to-day business operations management. Effective liaison to key clients, accounts and external business stakeholders. Offering ability to leverage trends across industries and markets to derive solutions and approaches focused on creating value for customers and profitability for company. Demonstrated ability to streamline processes for efficiency and productivity. Well-versed in applying multi-faceted approach to managing safety, operations and productivity across multiple business lines. Merger and acquisitions specialist adept in creating seamless integration of new operations and businesses. Hands-on experience coordinating daily operations for a team of 70 members to ensure productivity and smooth workflow. Proven expertise in handling logistics operations, processing necessary paperwork, issuance of shipping documents, including freight bills, bills of lading, and freight manifest sheets, ensuring on time delivery by following-up through email correspondence.

SKILLS

Operations Management Supporting Production Quality Assurance Business Development Program Management

Strategic Inventory and Supply Management Customer Service Warehouse Management Business Intelligence

Communication Supervision Leadership Supply Chain Management Team Building Problem Resolution

WORK EXPERIENCE

Operations Manager

Sulinda Trading FZE

2016 – 2019 Sharjah, United Arab Emirates

- Identified growth opportunities and generated a period business plan for maximizing overall controllable profit.
- Monitored inventory levels, pharmaceutical preparation, and order fulfillment as per company standards.
- Responsible for planning, directing and coordinating all organization's operations.
- Improved performance, productivity, efficiency, and profitability through the implementation of effective methods and strategies focusing on client acquisition and product showcase while ensuring smooth workflow.
- Ensure that all workings are manufactured in a correct, cost-effective and timely manner in alignment with specifications and quality requirements.
- Contributed to the achievement of the company's strategic and operational objectives.
- Demonstrated the ability to quickly learn organizational processes and workflow.
- Established a reputation for highly reliable personalized service among developers, general contractors, distributors, international suppliers, interior designers, and consumers.
- Managed cost control and coordinated schedule with all domestic and international suppliers.
- Reviewed and analyzed the business performance of daily, weekly, monthly and annual sales results.

Business Development / Events Manager

Majesty Group (Marketing, Communications, Events)

2014 – 2016 Kuwait

- Found potential new customers, present to them and ultimately convert them into clients.
- Continued to develop business in the future by means of implementing tactics in line with company image.
- Managed existing clients and ensure they stay satisfied, positive and remain in good standing while promoting growth in sales.
- Call on clients, make presentations on solutions and services that meet or predict their client's future needs.
- Planned persuasive approaches and pitches that will convince potential clients to do business with the company.
- Developed a rapport with new clients, and set targets for the sales team while providing support that will continually improve the relationship.
- Grew and retain existing accounts by presenting new solutions and services to clients.
- Successfully target potential clients by growing, maintaining, and leveraging network to ensure a robust pipeline of opportunities.
- Worked with team to develop proposals that speak to the client's needs, concerns, and objectives.
- Handled objections by clarifying, emphasizing agreements and working through differences to a positive conclusion.

① **Warehouse Supervisor**
Supply Core Middle East (U.S Military Logistics)
2011 – 2013 Kuwait, United Arab Emirates

- Rotated through all the tasks required in a particular Warehouse supervision process.
- Reviewed work orders and blueprints to ensure work is performed according to specifications.
- Completed Warehouse reports communicating team progress level to management.
- Planned work schedules and assign duties to maintain adequate staff for the effective performance of activities and response to fluctuating workloads.
- Reviewed work throughout the work process and at completion to ensure that it has been performed properly.
- Checked specifications of materials loaded or unloaded against information contained in work orders.

② **Cycle Count & Security Manager**
M.H.Alshaya Co. W.L.L. (Loss Prevention)
2008 – 2011

Kuwait, United Arab Emirates

③ **Automated Clearing House Liaison**
Suntrust Bank
2004 – 2007

Orlando, Florida, USA

④ **Assistant Store Manager**
Blockbuster Inc.
2002 – 2004

Orlando, Florida, USA

⑤ **Customer Associate**
CIBC National Bank
2001 – 2002

Orlando, Florida, USA

EDUCATION

⑥ **Associate of Arts in General Education**
Central Florida Community College -
1996

Ocala, Florida, USA

CERTIFICATES

Management Training Program of Bob Evans Farms
(1997)

Certificate/License of Food Quality and Sanitation, Bob
Evans Farms (1997)

Sales Team Training, CIBC National Bank (2001)

SunTrust University/ Employee Training: Client Privacy
(2006)

TECHNICAL SKILLS

Microsoft Office: Word, Excel, PowerPoint, Outlook

LANGUAGES

English



Arabic



REFERENCES

Available upon Request