

Basel Hayek

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Professional Summary

Operations and Supply Chain Manager with 13+ years of progressive experience leading logistics, procurement, warehousing, facilities, and compliance across multinational NGOs and regional hubs. Strong track record in managing renovations, facilities upgrades, and procurement projects, overseeing multi-site operations (30+ premises), and leading large multicultural teams. Expert in ERP-driven operations, vendor negotiations, and technical project management, with proven ability to deliver cost savings, operational efficiency, and compliance with international standards. MBA-qualified, fluent in Arabic and English, with advanced French, offering transferable expertise for construction, facilities management, and supply chain operations in the private sector.

Core Competencies

End-to-End Supply Chain & Procurement Management
Facilities Management, Renovations & Technical Upgrades
Strategic Operations Leadership & Risk Management
Warehouse & Asset Management
Vendor Management & Contract Negotiation
ERP Systems: Dynamics 365, LINK, MS Office 365
Budgeting, Financial Oversight & Compliance Reporting
Team Leadership, Recruitment & Capacity Building

Professional Experience

Regional Operations Manager – Supply Chain & Facilities

International NGO Safety Organisation (INSO) | Amman, Jordan | Dec 2023 – Present

- Lead regional operations with focus on technical management, renovations, and facilities upgrades across offices, guesthouses, and expat premises (30+ sites).
- Provide strategic direction for procurement and supply chain workflows, negotiating major contracts for construction, renovations, and service providers.
- Manage and mentor 30+ operations staff, setting KPIs, conducting evaluations, and driving continuous process improvements.
- Oversee preventive maintenance, renovation projects, and capital expenditure planning, ensuring safety, compliance, and cost efficiency.

- • Strengthen ERP integration (Dynamics 365, LINK) for asset tracking, procurement reporting, and renovation project follow-up.
- • Act as key advisor to senior management on operational risks, facility upgrades, and budget allocations.

Regional Operations Specialist – Supply Chain & Facilities

International NGO Safety Organisation (INSO) | Amman, Jordan | Nov 2019 – Dec 2023

- • Directed day-to-day operations across five hubs (Jordan, Syria, Lebanon, Iraq, Turkey), covering logistics, supply chain, facilities, and compliance.
- • Oversaw maintenance and contracts for offices, guesthouses, and expat housing, ensuring functional and safe work environments.
- • Coordinated procurement and warehousing activities, aligning with donor rules (ECHO, USAID, UNHCR, BHA).
- • Introduced preventive maintenance and supply planning tools to improve cost control and accountability.
- • Supervised and trained operations staff, ensuring compliance with organizational and donor standards.

Senior Operations Officer – Logistics & Facilities

International Rescue Committee (IRC) | Jordan | Sep 2017 – Dec 2018

- • Directed daily operations across 25+ facilities and field offices, covering supply chain, logistics, and maintenance functions.
- • Coordinated catering and supply services to provide over 1,000 daily meals to refugees, balancing quality, cost, and compliance.
- • Negotiated contracts with catering, logistics, and service providers, securing favorable terms and ensuring reliable delivery.
- • Supervised multidisciplinary teams (procurement, facilities, logistics), ensuring donor compliance and audit-ready documentation.

Logistics Officer – Supply Chain & Warehouse Management

International Medical Corps (IMC) | Jordan | Mar 2015 – Aug 2017

- • Managed supply chain operations including procurement, customs clearance, warehousing, and fleet for multiple field sites.
- • Oversaw warehouse operations and cold chain management, ensuring stock integrity and compliance with donor/audit standards.
- • Directed facilities and asset management, implementing vendor contracts and preventive maintenance programs.

Logistics Assistant – Procurement & Warehouse Support

International Rescue Committee (IRC) | Jordan | Nov 2012 – Dec 2014

- Supported procurement, warehousing, and fleet operations during emergency and camp-based humanitarian programs.
- Coordinated housing, office facilities, and supply arrangements for staff and beneficiaries.
- Contributed to supply chain planning, vendor vetting, and compliance reporting to strengthen transparency and efficiency.

Education

MBA – University of the People (USA), 2024

BA in Modern Languages – Yarmouk University (Jordan), 2009

Certifications & Training

Professional Diploma in Supply Chain & Procurement – GJU/ITC (2015)

Humanitarian Supply Chain Simulator – Kühne Foundation (2015)

Staff Safety & Security Management – RedUK (2014)

Safeguarding & Anti-Fraud Compliance – INSO (2024)

HR Management – TBDC (2013)

Languages

Arabic: Native | English: Fluent | French: Advanced | Spanish: Intermediate