

IBRAHIM HASAN AL-JANABI

OPERATIONS MANAGER



CONTACT

Sharjah, UAE
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EDUCATION

MASTER'S OF LAWS • 2018

University of Malaya
Kuala Lumpur, Malaysia
CGPA 3.55

BACHELORS OF LAWS • 2013
The University of Jordan
Amman, Jordan
CGPA 3.41

KEY SKILLS

- Project Management
- Budget Planning
- Communication
- Problem-solving
- Team Leader
- Delegation
- Strategic Planning
- Decision Making
- Negotiation Skills
- MS Office Advance
- Legal Writing
- Data Analytics

COMMUNICATION

- | | |
|---------|--------------|
| English | • Proficient |
| Arabic | • Native |
| Turkish | • Advance |

PROFILE

Dedicated operations manager skilled in driving efficiency, ensuring quality, and optimizing processes to align with strategic goals. Proven leadership in team development, risk management, and cross-functional collaboration. Experienced in supply chain optimization and customer-focused initiatives to enhance satisfaction and profitability.

EXPERIENCE

DISPATCH OPERATIONS MANAGER • 2021-2024

Nejoum Aljazeera, Sharjah, UAE

Responsibilities

- Responsible for shipping (towing in USA) of avg 6,500 vehicles per month from different auctions to company's warehouses in USA.
- Manage & supervise day-to-day operations in the dispatch department.
- Overseeing the dispatch of vehicles to meet company's quality control in USA.
- Formulating and developing the policies of the department.
- Formulating and applying KPIs for the employees and department.
- Staff training and development.
- Ensure good business relationships with trucking companies and warehouses.
- Organizing work shifts and staff duties
- Following up with bulk & VIP customers to ensure their satisfaction.
- Composing submitting reports to management.

Achievements

- Reduction of towing cost by 20% of for the vehicles in USA.
- Formulation and developing KPIs and department policy from scratch.
- Formulation of department new procedures from scratch.
- Development of company's software to meet work needs.
- Opening communication channel with VIP customers to ensure their satisfaction.

MANAGING DIRECTOR • 2019-2021

Modern Education and Development Association – Istanbul, Turkey

- Modern Education and Development Association specialized in education consulting services for institutions and individuals in Turkey. we offer a comprehensive range of services including academic advising, accreditation support, and strategic planning.

TRAINING COURSES/ CERTIFICATIONS/

LICENSE

- Budgeting Accounting and Cost Control - March 2023 (Dubai, UAE)
- Quality Management - April 2023 (Dubai, UAE)
- Strategic planning skills and KPIs - Feb 2023 (Dubai, UAE)
- The Art of Leadership and social Influence - 2017 (Kuala Lumpur, Malaysia)
- Conflict Management & Negotiations Skills - October 2022 (Istanbul, Turkey)
- Building and designing work procedures and measuring performance indicators, Aug. 2019 (Dubai, UAE)
- Business Correspondence March 2019. (Amman, Jordan)
- The Professional Excellence, 2016 (Kuala Lumpur, Malaysia)
- International Commercial Arbitration, 2011 (Amman, Jordan)
- International Computer Driving License, 2006, (Damascus, Syria)
- UAE Driver's License

REFERENCES

Available upon request.

PERSONAL INFORMATION

Age	: 35 years old
Birthday	: 01/01/1989
Marital Status	: Single
Nationality	: Iraqi / Turkish

- The organization is dedicated to delivering customized solutions that address the unique needs and challenges of our clients

DEPUTY DIRECTOR • 2013-2016

Sheikh Thani Bin Abdullah Foundation for Services (Raf), Zaatar, Jordan

Responsibilities

- Follow-up of all legal affairs of the foundation in Jordan
- Representing the foundation in the periodic and special meetings or conferences with the UNHCR and/or other NGOs
- Draft and develop the annual plan for the foundation in Jordan
- Preparing a feasibility study for new projects
- Presenting proposals and projects reports
- Coordinate the partnerships and contracting with other institutions and companies in Jordan
- Contributing and supervision on the Feasibility study, negotiations, project financing, official permits, tender and implementation of the projects

Achievements

- **IN THE SHELTER SECTOR:** Contributed in managing the replacement of tents with prefabricated housing within Sector 8,7 within Zaatari camp
- **IN PARTNERSHIP WITH THE UNHCR:** Responsible for the accommodation of 2500 family.
- **IN THE HEALTH SECTOR:** Contributed in managing the Qatari Clinic in Al-Zaatari camp, starting from the feasibility study of the clinic until operations and receiving about 6,000 patients monthly, from establishing until operating
- **IN THE RELIEF SECTOR:** contributed in managing the relief operations in remote camps or urban areas for non-food items, starting from the field visits and evaluation the cases until distribute the aids in all forms.
- **IN THE PUBLIC RELATIONS AND COORDINATION:** Contributed in managing the reception of internal and external delegations, starting with obtaining official permissions, accommodation in hotels, meetings. And coordinate the domestic and regional media coverage