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SUMMARY:

- Over Seventeen years of Supply Chain management and leadership experience through coordination of data analysis and coordination structures to address the needs and priorities of programs.
- Master's degree in Business Administration.
- Bachelor's degree in Business Administration.
- 35 years old with outstanding professional maturity.

Education & Major Certifications:

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| ✓ Harvard | Humanitarian Response to Conflict and Disaster (2018) |
| ✓ Islamic University of Lebanon | Masters in Business Administration (2018) |
| ✓ UNHQ | Collaborative Negotiation Skills (2016) |
| ✓ UNSSC | Conflict Analysis (2016) |
| ✓ PHM | International Social Media (2016) |
| ✓ ASPR | Conflict Transformation Specialization (2015) |
| ✓ Hariri Canadian University | BA in Business Administration-Marketing (2006) |
| ✓ Brunswick Corp. & George Group | Certified Lean Six Sigma Green Belt (2014) |
| ✓ UNIFIL | Client Services |
| ✓ UNIFIL | IPSAS: ILT4, Inventory Management (2013) |
| ✓ UNIFIL | Conflict Analysis, Mediation and Negotiation (2014) |
| ✓ UNIFIL | IPSAS: ILT3, Property, Plant, & Equipment (2013) |
| ✓ UNIFIL | Performance Management (2012) |
| ✓ UNIFIL | Emotional Intelligence (2011) |
| ✓ UNIFIL | Time Management (2011) |
| ✓ UNIFIL | Presentation Skills (2010) |
| ✓ UNIFIL | Microsoft Office Specialist (2008) |

RELEVANT EXPERIENCE:

UNITED NATIONS - UNIFIL, Naqoura, Lebanon (Jan 2014 – Present)

Supply Chain Assistant

- Develop appropriate supply chain strategy to maximize customer satisfaction at the lowest possible cost.
- Lead the supply chain process in executing best practices and measuring performance through agreed upon Key Performance Indicators (KPIs).
- Coordinate supply chain functions through strategy, resource optimization, and KPIs resulting in the maximization of customer satisfaction.
- Plan and coordinate the sourcing and procurement of materials and supplies needed to meet the changing levels of product demand.
- Work with warehouse and logistics departments to determine and set up transfers.
- Monitor and correct inventory levels at warehouses to ensure rotation and maximize working capital.
- Work with freight forwards and transportation companies to set best route and rate (review and approve all freight terms and agreements).
- Collaborate with procurement department to determine best practice for freight in and freight consolidation.
- Support proper utilization of ERP system.

- Report on KPIs along with appropriate analysis and countermeasures where necessary.
- Plan and implement logistical strategy, ensuring targets are met overseeing product storage, handling and distribution.
- Forecast inventory, keep an accurate record of the process and analyze performance
- Improve the supply chain performance and look for innovations
- Implement new technologies and stay alert to new trends in the sector.
- Plan, design and implement 'no –cost' initiatives using UNIFIL assets and resources.
- Keep detailed records, generate reports, and develop presentations to help management understand the logistics perspective.
- Plan, design and implement 'no –cost' initiatives using UNIFIL assets and resources.
- Collect, analyze and report information and maintain an institutional memory.

UNITED NATIONS-MINUSMA, Mali (July 2013 – December 2013)

Asset & Material Manager

- Identify synergies among all of the locations to drive productivity and to implement best practice.
- Develop and implement business plans to improve financial performance year over year.
- Negotiate with customers for rate increases, scope changes, etc.
- Understand the competitive landscape of the customers and align resources to develop a solution.
- Develop and maintain the strategic growth plan for the customers.
- Establish and maintain relationships with key decision makers at multiple levels.
- Managed Assets with a budget of over \$4M.
- Control the movement of 1,100 containers from one storage area to final locations at record efficiency and lost/damage control.
- Establish Asset and Material Unit for HQ and Sectors.
- Conducted site visits of potential warehouse sites and logistic base, prepared status reports, made recommendations to Senior Management on cross cutting issues in all sectors.
- Responsible for receiving assets and oversaw their distribution to different sectors.
- Prepare analytical reports which included distribution plans on deployment over the sectors.
- Assess needs and present solutions to Senior Management.
- Prepare reports for Senior Management to clarify the significance of certain categories of assets and materials, and proposed solutions for the challenges faced by limited resources.
- Prepare progress reports on a daily basis in regards to the movement of containers around Mali.
- Awarded a Certificate of Appreciation from the Director of Mission Support for outstanding performance.

UNITED NATIONS-UNIFIL, Naqoura, Lebanon (April 2007– June 2013)

Asset & Material Management Assistant

- Coordinate supply chain functions through strategy, resource optimization, and KPIs resulting in the maximization of customer satisfaction.
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- Work with warehouse and logistics departments to determine and set up transfers.
- Monitor and correct inventory levels at warehouses to ensure rotation and maximize working capital.
- Work with freight forwards and transportation companies to set best route and rate (review and approve all freight terms and agreements).
- Collaborate with procurement department to determine best practice for freight in and freight consolidation.
- Support proper utilization of ERP system.
- Report on KPIs along with appropriate analysis and countermeasures where necessary.
- Prepare requisitions for spare parts, equipment and materials.
- Obtain funding certification for requisitions from Budget Unit.
- Monitor procurement action for requisitions and PO's, ensure procurement activity met the required delivery timelines, and provide status reports to Supervisor.
- Ensure receipt and inspection reports accurately reflect requisitioned items and that invoices are processed by the

Accounts Payable unit.

- Manage and maintain records of procurement thresholds for each contract.
- Ensure accuracy of computer database by recording requisition details, PO's, delivery activity and invoices.
- Ensure UN assets where assigned stock numbers and bar-coded as per UN guidelines.
- Conduct periodic physical inventories of all materials of warehouses. Ensured 100% accuracy of database.
- Sustain responsibility of writing-off obsolete or surplus materials.
- Prepare status reports and made proposals for consumption.
- Prepare presentations; researched and collected documentation for In-Out surveys.
- Prepare database reports with respect to stores, materials and asset management and draft correspondence.
- Provide recommendations for improvement of workflows/processes and implementation.

International Bank of Qatar, Doha, Qatar (February 2007 – April 2007)

Sales and Marketing Assistant

- Generated and qualified leads, sources and developed client referrals.
- Prepared sales action plans and strategies.
- Developed and maintained sales, promotional materials, and customer database.
- Conducted product training.
- Maintained sales activity records and prepared sales reports.
- Ensured customer service satisfaction and good client relationships.
- Performed quality checks on products and service delivery.
- Conducted market research and surveys, participated in sales events, and monitored competitors market conditions and product development.

Masar Association, Beirut, Lebanon (June 2002 – January 2007)

Capacity Building Project Manager

- Participate in the assessment of potential partners.
- Ensure capacity assessment tool used to conduct in-depth capacities assessment of partners selected is ready.
- Extract information from the conducted assessment report to adjust the improvement program accordingly.
- Participate in establishing a planning for training and accompaniment sessions.
- Continuously meet with partners from neighboring countries to adjust capacity building program accordingly.
- Continuously coordinate with external partners (private companies) to provide external training.
- Contribute to the design and implementation of a pre and post-evaluation system to measure training results.
- Assist in developing follow-up and monitoring tools for customers (company and staff trained).
- Follow up on implementation of programs and re-assess the needs of the partners to monitor the progress.
- Develop and monitor the implementation plan of the community services activities.
- Facilitate the participation of all the segment of the target population to the planned activities to develop self-management, and decision-making skills among them.

SKILLS:

- Excellent Project management and leadership skills.
- Quick learner with the ability to handle multiple tasks.
- Suburb analytical skills.
- Outstanding verbal and written communications skills.
- Detailed oriented.
- Team player.
- Innovative and resourceful.
- Systematic Decision Maker.
- Excellent Networker.