



Maroun El Khoury

Regional Operations Manager with strong record of optimizing processes and enhancing team performance. Proven ability to streamline operations, reduce costs, and improve overall efficiency. Skilled in leading cross-functional teams, implementing strategic initiatives, and driving growth. Brings solutions-focused approach, ensuring operational excellence and customer satisfaction.

CONTACT

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SKILLS

- Retail Business Operations
- Sales
- Stock Turnovers
- Scheme Launch
- Promotions
- Shelves Rent
- Revenue and Profitability Targets
- Store Projects
- Store Layout and Space Utilization
- Preventive Maintenance
- Risk Mitigation
- Inventory Management
- Warehouse Operations
- Employee training
- Profit and loss management
- Process improvement techniques
- Multitasking proficiency
- Leadership development
- Health and safety regulations
- Cost reduction and efficiency
- Operational support
- Team Leadership

EXPERIENCE

Regional operations manager

Bindawood holding – Danube company for food stuff -
Kingdom of Saudi Arabia
06/2021 – 10/2024

- Conducted regular site visits to assess operational practices and identify areas for improvement and drive sales growth.
- Coordinated with department heads to streamline processes and improve service delivery standards.
- Oversaw inventory management and procurement processes, maintaining optimal stock levels.
- Facilitated communication between regional offices and headquarters to align objectives and strategies.
- Managed staff recruitment, training, and development to build a high-performing regional team.
- Addressed customer complaints and queries promptly, maintaining high levels of customer satisfaction.
- Led cross-functional teams in project execution, delivering projects on time and within budget.
- Implemented strategic initiatives to enhance operational efficiency and reduce costs across the region.
- Developed and enforced health and safety protocols, ensuring a safe workplace environment.
- Directed staff recruitment and training, building a highly skilled and motivated operations team.
- Analyzed performance data to identify trends, making strategic decisions to boost operational success.
- Supervised supply purchases, management and tracking in line with budgetary requirements.
- Collaborated with HR to manage employee relations issues, promoting a positive work environment.
- Established performance metrics and KPIs to measure operational success and identify improvement opportunities.

**Operations manager_Food Retail- Metro Supermarket-
Partenaire Intermarché : Lebanon**

7/2020 – 5/2021

PERSONAL INFORMATION

- Date of birth: 10/15/74
- Nationality: Lebanon
- Marital status: Married - 2 kids
- Lebanese contact info - +96181298908

LANGUAGES

English: C2

 Proficient

Arabic: C2

 Proficient

French: C1

 Advanced

Operations manager

S.I.A.L (Société Ivoirienne d'Alimentation) Partenaire

Intermarché - Abidjan, Ivory Coast- Africa

11/2017 – 04/2020

- Led operations team in daily tasks, optimizing workflow and increasing efficiency.
- Monitored market trends to adapt strategies, keeping the company competitive in a dynamic industry.
- Implemented new inventory management system, reducing waste and cutting costs.
- Reviewed and revised operational policies, aligning procedures with best practices and regulatory requirements.
- Conducted risk assessments, mitigating potential issues before they impacted business operations.
- Oversaw quality control processes, maintaining high standards for all products and services.
- Modelled business processes to identify strengths, weaknesses and opportunities for improvement.
- Supervised supply purchases, management and tracking in line with budgetary requirements.
- Monitored staff performance and developed improvement plans.
- Advised senior management on facilities needs and delivered ongoing operational support.

Operations manager La Valeur Supermarché: Lebanon

9/2015 – 10/2017

Operations Manager

Spinneys Egypt - Cairo, Egypt

01/2008 – 08/2015

- Prepared statements detailing operational detail and key performance indicators.
- Monitored staff performance and developed improvement plans.
- Managed organizational resources to meet administrative and operational needs whilst adhering to budgetary guidelines and meeting quality and schedule demands.
- Supervised supply purchases, management and tracking in line with budgetary requirements.
- Modelled business processes to identify strengths, weaknesses and opportunities for improvement.
- Conducted risk assessments, mitigating potential issues before they impacted business operations.
- Managed budgets and financial planning, achieving cost savings without compromising on quality.
- Reviewed and revised operational policies, aligning procedures with best practices and regulatory requirements.
- Oversaw quality control processes, maintaining high standards for all products and services.
- Developed and enforced health and safety protocols, ensuring a safe workplace environment.
- Directed staff recruitment and training, building a highly skilled and motivated operations team.

Operations Manager

Balsharaf Trading Est - Riyadh, Saudi Arabia, Saudi Arabia
10/2003 – 01/2008

Store Manager

Giant Stores - Khobar - KSA, Saudi Arabia
09/2001 – 09/2003

Store manager

Abela's Superstore - Beirut, Lebanon
05/1997 – 08/2001

EDUCATION

07/2000

Business Administration Hotel Management
Pigier School of Business Enterprise - Beirut, France

DRIVING LICENCE

- Lebanese driving license
- Saudi Arabian driving license
- Egyptian driving license