



**MOSTAFA BERRO**

**Doha, Qatar**

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### **Personal Profile**

I am a talented, determined and energetic individual seeking a long-term and challenging job to attain professional experience, personal and social development. I have a flexible approach to work, excellent customer service and operate with honesty and integrity. I am a self-starter and a quick learner. Experienced in leadership and leading teams of 100+, ERPs are my game, data and results driven, I lead by example for better efficiency.

### **Work Experience**

**Operations Manager, KidZania Doha (2023, Present)** – Managing day to day Operations, reporting to the General Manager, Preparing budgets, Preparing Reports and Milestones report, Handling and preparing the Park operational hours based on planned and budgeted attendance, Forecasting year to year, Presenting best ideas and taking better decisions, cost controlling, Efficient Operations planning, ensure Customer satisfaction level, initiate commercial ideas that can help generate more revenue, stream line revenue and add more revenue generating locations, handling the Park Operations from A to Z, and many more. Working closely with all collaborators and departments for better servicing our guests.

**Operation Associate, KidZania Doha, (2022, 2023)** – Managing day to day Operations and reporting to the Operations Manager, Staff Schedule, Operational Schedule, Part timer allocations, Cost Controlling, Inventories Control, managing team of 100+, forecasting Sales, Adding new Items, Menu licensing.

**Retail Supervisor, Entrance supervisor, Accountant, KidzMondo, Doha, Qatar (2016-2022)**  
– Managing the staff, cost control, monitoring the operations, displays and merchandise, setting plans, forecasting sales, projection sales, setting targets, calculating commissions, setting the ordering and pricing process for all the items, controlling the EOM inventories for all the locations, opening and closing the cashes for all location, day closing procedure, duty manager for 4 days for the whole park.

**Retail Senior Coordinator, KidzMondo, Beirut, Lebanon (2016-2016)** – Managing staff, ordering and receiving, attendance, payrolls, weekly and monthly reports, preparing schedules, setting weekly and monthly meetings, cost controlling.

**Retail Coordinator, KidzMondo, Beirut, Lebanon (2015-2016)** - Managing the staff, ordering and receiving, labour cost, handling customers complains, preparing schedule, paper work, attendance, sales reports , P&L reports, Emails.

**Procurement Associate, KidzMondo, Beirut, Lebanon (2014-2015)** - Handling all the requirements of the company from A to Z, issuing the LPO'S, contacting with suppliers, providing the best offers and quality, ordering and receiving goods, filling, paper work of all kinds, invoices, emails.

**Retail Educator, KidzMondo, Beirut, Lebanon (2013-2014)** - Dealing with kids, enduring a safe and secure environment, handling cash, dealing with customers, opening and closing duties, merchandising plans, setting displays for items.

**Delivery Manager, Baguette Express, Beirut (2011-2012)** - Managing the staff, handling customers complaints, reporting to the OM, ordering and receiving goods, handling the delivery orders and settle them, opening and closing checklists, handling the cash, schedule, payroll, attendance, controlling the labour costs, managing the maintenance of the motorcycles.

**Head Waiter/Trainer, Dardachat Café, Beirut (2010 – 2011)**

Managing the floor, assigning sections for waiter, pre-shift meetings, cashing the money at the end of the day, closing duties

**Floor Manager/Trainer, Zaatar w Zeit, Qatar, Beirut, Jeita (2006-2010)**

I started off as part the kitchen staff BOH and quickly progressed to be FOH staff (waiter) and then onto the Quality Control team and training new staff. In 2008 I was given the role of Floor Manager where I was responsible for customers and staff, quality checking, handling money, pre-shift meetings, setting the point of meetings, handling all the paper work (labour costs, inventories, time sheet, payroll, waste control). I also lead on staff training, making sure that everything followed procedure.

### **Certificates and Languages**

**Microsoft Unlimited Potential Certificate** - Word, Excel, Power-point, Front page, Internet & Resources, Database fundamentals, Digital Media.

**Floor Manager Certificate.**

**Business analytics for decision making Certificate.**

**KPASS** (kid proof) training on dealing with kids and preventing child abuse.

**Red Cross** training and first aid treatment.

**Fire Warden** dealing with fire, and assessing fire, controlling damages, evacuation plans.

**Emergency First Aid Plus CPR & AED**

**Accountant**, certified accountant from my employer.

**Leadership management skills**, by **ICON** Training Center.

**Emotional Intelligence**, by **ICON** Training Center.

**Autism and Sensory Awareness Training**, by **IBCCES**.

**Quality Management Foundations**

**Creating Positive Conversations with Challenging Customers**

**Critical Thinking for Better Judgement and Decision Making**

**Project Management Foundation**

**Finance Strategies for business Leaders**

**Essentials of Team Collaboration**

**Building Resilience**

**Leadership Foundations**

**Quality Management Foundations**

**Holding yourself Accountable**

**Microsoft Dynamics Nav System** (Expert).

**Squirrel System** (Expert).

**Microsoft Dynamics AX** (Expert).

**Arabic and English** – fluent in understanding, speaking, and writing.

### **Education**

**Baccalaureate in Sociology & Economics**, Hussein Ali Nasser School, (2005-2006)

### **Community Memberships**

**Youth Leadership Center Founded by “Mercy Corps”** - Member at large, former Director of Community Services and Leadership Development— conduct community service activities,

awareness campaigns, environmental campaigns, leadership training for youth, computer basics training, and more.

**Volunteer in Caritas Association** to help the refugees and children to have the chance to endure a safe life and living

**Financial Advisor** and a member of “**I Leaf Art**” a graffiti group founded by Miss ‘Solange El Heibe’ to renew and enlighten the black spaces in all Lebanon.

**Civil Defence** in order to help and give a hand to whom may need it and dealing with fire and fight it.

### **Hobbies**

I like Football, Basketball, Swimming. I also enjoy reading and socialising with friends when time allows.

### **References**

Available upon request