

MOHAMMAD DAKKAK

OPERATIONS MANAGER

CONTACT

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PROFILE

Experienced Operations Manager with a strong track record in general trading companies, supply chain, and logistics operations. Skilled in overseeing day-to-day operations, developing and implementing growth strategies, optimizing workflows, and managing large teams.

A results-oriented leader with expertise in cross-border operations, supplier relationships, delivery processes, and customs coordination.

Fluent in English and Arabic, adaptable, and motivated to drive excellence and business growth in a dynamic environment.

SKILLS

Leadership:
Excellent

Communication:
Excellent

Computer Skills:
Excellent

Problem-Solving:
Excellent

EXPERIENCE

Operation Manager \ Honey Spins \ Iraq- Erbil

March 2023 – July 2024

Responsibilities:

- Managed daily operations, supply chain, and client relationships.
- Coordinated with stakeholders to resolve delivery and customs issues.
- Implemented strategies to control costs and maximize profits.
- Established strong relationships with key suppliers and clients.

EDUCATION

Aleppo University

2003- 2006

Computer and information
system (Not completed)

Operation Manager FMCG, LHH, TXT\ Jedhur Al Ban \ Iraq- Erbil

March 2023 – July 2024

Responsibilities:

- Oversaw operations, from sourcing to delivery, for a large portfolio of products.
- Managed inventories, supplier relationships, and delivery timelines.
- Built a strong team culture through training and clear performance goals.
- Coordinated pricing strategies and promotions in collaboration with stakeholders.
- Led and trained employee team, improving productivity and service delivery.
- Led the sales team by overseeing daily operations, monitoring performance, and continuously developing

team skills to expand market reach and consistently achieve sales targets.

- Prepared operational reports and presentations to support management and improve processes.
- Generated regular reports and presentations to track performance and inform leadership.

Languages

Arabic:
Mother tongue
English:
Fluent

Trainings

- Protection mainstreaming workshop
- Training on Internally Displaced Persons (IDPs).
- Security Awareness Training, November 2012.
- Protection Induction Program, online training course.
- Basic Security in the Field, online training course.
- Advance Security in the Field, online training course.
- Prevention of Harassment, Sexual Harassment, and Abuse of Authority, online training course.
- Migration to Office 2010, online training course.
- Training sessions on sexual-gender-based violence

Sales Manager\ Al-Kheir Company\ Damascus- Syria March 2017 – Dec 2022

Responsibilities:

- Monitor sales operations at various points of sale to ensure smooth and efficient processes.
- Hire, motivate, and manage a high-performing sales team, fostering a collaborative and results-driven environment.
- Conduct regular follow-ups to ensure achievement of sales targets and team goals.
- Perform market studies to identify needs, set competitive pricing strategies, and recommend seasonal promotional offers.
- Build strong relationships with hotels, restaurants, and cafes by providing tailored goods, promotional packages, and sponsorship opportunities to enhance brand visibility.
- Promote company products effectively, increase market share, and establish the brand as a trusted partner in the hospitality sector.
- Organize sponsorships for events and enhance the company's presence in the market.
- Ensure timely delivery of goods by overseeing logistics and coordinating with clients to meet their operational needs without delay.

Admin Officer\ ICRC\ Giesing- Germany May 2015- Jan 2016

Responsibilities:

- Participate with ICRC employees in several refugee camps by supporting them with registration and solving issues related to Syrian refugees.

Cash Field Assistant\ UNHCR\ Damascus- Syria Jan 2009 – Feb 2015

Responsibilities:

- In collaboration with the NFI unit, obtain the distribution reports from different partners in all governorates (clear, calculate, summarize, data entry, scan)
- Update & share the dispatch VS. distribution report for each partner in all governorates
- Act as a team leader during the cash assistance distribution for Internally Displaced Persons in Nabek, Al-Hasakah, and Damascus, responsibilities include:
- Liaise and coordinate with the bank, Finance, implementing partners & local authorities regarding the details related to the distribution process, schedule, distribution center, lists of beneficiaries, reports, reconciliation, and cash.
- Provide the required data management and technical support to the field team
- Monitor the implementation of the cash assistance program by identifying gaps and protection risks related to infrastructure, staff, security & delivery of assistance
- Analyze problems faced by beneficiaries and report to the management
- Assess the security situation at the distribution center and report any incident to the management
- Coordinate the crowd control and the workflow with the implementing partners
- Coordinate with the bank on matters related to cash assistance in terms of consolidation and comparing data between UNHCR and bank records.
- Participate in cash assistance distribution for Internally Displaced Persons by verifying the registration data provided by eligible families to be cashed
- Serve as the field focal point of the reception area during the verification exercise, responsibilities include:
 - Coordinate the reception staff rotation and workflow.
 - Identify vulnerable cases and prioritize them.
 - Ensure all the refugees are served in a timely and effective manner.
- During emergencies, ensure that the critical staff members are reported to the office (reception and hotline)
- Coordinate and follow up on matters related to the fieldwork upon request
- Divide responsibilities between staff upon request.
- Prepare the reports required on behalf of the field unit (verification, counseling, hotline, cheque distribution, activity reports, etc...).

- Provide data and technical support to staff and colleagues from other units upon request (lists, reports, etc).
- Participate with colleagues in producing a Standard Operational Procedure for the cash for food, financial assistance, and cash assistance for IDPs.
- Support the IDP team in conducting shelter needs assessment and non-food items distribution monitoring.
- Participate in verification exercises to verify data and documentation of the refugees entitled to receive assistance against the information available in the Refugee Profiling System (ProGres) database, compare data with established criteria, and process cases in the database prepared for the management of distribution system to ensure the delivery of assistance and ATM cards to refugees with respect, dignity and with efficiency.
- Participate in verification exercise for families who are eligible or benefiting from the cash assistance program by conducting home visits to their residences in order to assess their living condition and vulnerabilities.
- Support the Community Service Unit with carrying out vulnerability assessments and desk reviews for the families who are eligible to receive financial assistance.
- Maintain regular contact with the beneficiaries during verification cycles and home visits, attend to their queries and problems, provide assistance, advice, and guidance, and refer them to the appropriate units when necessary.
- Undertake missions to distribute assistance for refugees and IDPs residing in the various cities outside Damascus.
- Respond to different problems raised by the refugees through the hotline on issues related to assistance.
- Participate in questionnaires prepared to collect different information and statistics during the renewal of the refugee files in collaboration with the registration unit.

**Field Assistant\ Syrian Arab Red Crescent\ Damascus- Syria
Jan 2008 – Dec 2008**

Responsibilities:

- Cooperate with UNHCR regarding the distribution of food and non-food items, along with the distribution of educational kits.
- Communicate with Refugees and attend to their queries and problems.
- Enter data and perform financial duties,

- Complete and update the distribution of UNHCR assistance.
- Finalize the comparison inventory between UNHCR and SARC.