

TROY

MANAGEMENT PROFESSIONAL

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“Courage to start and willingness to keep everlasting at it are the requisites for success”

CAREER PROFILE

- Success-driven, proactive and an accomplished management professional possessing progressively strengthened aptitude in Operations Management, General Management, Financial Operations, Inventory Management and Customer Relationship Management
- Exemplify unsurpassed personal commitment to continual improvement as well as highest level of professional standards
- An exceptional leader adept at supporting, directing and multi-functional teams to ensure the delivery of all quality objectives and requirements while utilizing excellent training communication skills to build strong internal and external relations
- High input individual, exhibiting excellence and ensuring professional development, with exceptionally strong people management skills combined with expert negotiation and influencing expertise and a finely tuned ability to build relationships on all levels, both with clients and staff as well as provide training and development
- Adept at providing technical and quality guidelines for the execution of solutions, possessing flexibility and adaptability to manage multiple tasks and consistently achieve performance goals through diligence, tenacity, and initiative

CAREER SKILLS

1 Sales and Marketing Management

2 Process Improvement

3 Strategic Planning and Execution

4 General Management/ Administration

5 Inspirational Leadership

6 Customer Relationship Management

WORK PROFILE

SECOND CUP COFFEE COMPANY - KINGDOM OF BAHRAIN

– BRAND OPERATION MANAGER

JUNE 2015- PRESENT

Operation Management:

- Ensuring all operational systems being applied always, monitor product quality, consistency, profitability, and guest experience
- Menu engineering and evaluations to ensure cost of goods efficiency
- Ensure timely reporting to Home office on weekly basis
- Conduct and submit semiannual operations reports on all cafes in their region and submit on time to head office

Effective Coordination:

- Coordinating and monitoring the workings of various departments in the organization

People Management:

- Payroll management, including tabulation of accrued employee benefits
- Training baristas through on-line training, theory, and in-café
- Daily Café supervision and staff motivation
- Is constantly monitoring and sourcing high quality employees
- Ensures that employees are motivated and aware of corporate objectives
- Assist /support staff in goal setting – identification of key performance indicators and measures

Financial Management:

- Reviewing financial statements, data and utilizing financial data to improve efficiency

Operational Budgeting and Inventory Management:

- Inventory management and monthly P&L statements
- Weekly/Monthly inventories and monthly profit & loss statements are created
- Develops an annual budget and development plan

Purchase Control:

- Develop and maintains relationships with key suppliers for the purposes of sourcing quality and price program

STICKHOUSE -KINGDOM OF BAHRAIN

- OPERATION MANAGER

FEB 2013- MAY 2015

Operation Management: Improving the operational systems, processes, and policies in support of organizations mission specifically, supporting better management reporting, information flow and management, business process and organizational planning

Effective Coordination: Coordinating and monitoring the workings of various departments in the organization

Payroll Management: Performing payroll management, including tabulation of accrued employee benefits

Financial Management: Reviewing financial statements and data and utilizing financial data to improve efficiency

Operational Budgeting and Inventory Management:

- Preparing and controlling operational budgets and controlling inventory
- Conducting regular meetings with Executive Director around fiscal planning

Maintenance: Ensuring maintenance of high levels of hygiene and cleanliness

CURRY COUNTRY RESTAURANT -KINGDOM OF BAHRAIN

- GENERAL MANAGER

SEP 2004 -SEP 2012

Sales Maximization: Maximized sales activities and acting upon all marketing opportunities

Marketing: Maintained and monitored marketing initiatives instigated by the company

Training and Development: Employed and trained staff; devised work incentives as well as drafted duty rosters

Menu Evaluation and Engineering

- Performed menu evaluation and engineering
- Maintained purchase control and bill payments

Inventory Control: Ensured that correct portion control and good stock rotation procedures are followed (FIFO) in order to minimize wastage

Hazard Analysis: Ensured Hazard Analysis Critical Control Point (HACCP) compliance in daily operations

FAKHR EL DIN RESTAURANT - QATAR

- ASSISTANT MANAGER

MAY 2001 - JUL 2004

Outdoor Catering: Coordinated outdoor catering

Sales Maximization

- Maximized all sales activities and acted upon all sales opportunities
- Recognized and measured opportunities to make additional sales and build customer loyalty

HACCP Compliance: Ensured all deliveries are checked and stored in accordance with company procedures and to ensure HACCP compliance

Safety and General Welfare: Oversaw safety and general welfare of employees under control in conjunction with my manager and to take whatever corrective action is necessary to maintain a safe and hygienic work environment

CHICKEN TIKKA RESTAURANT- BEIRUT, LEBANON

- CAPTAIN AND CASHIER ATTENDANT

JAN 1998 - APR 2001

Customer Relationship Management

- Ensured the highest level of customer satisfaction
- Ensured that all customers are charged correctly for their orders
- Took telephone orders and reservations

Cash Management and Sales Reporting: Operated the cash register and maintained sales reports and other procedures

PETIT CAFÉ RESTAURANT- BEIRUT, LEBANON

- FOOD AND BEVERAGE ATTENDANT

FEB 1997- JAN 1998

Client Services

- Served customers and ensured that they get their orders on time
- Complete the opening duties of setting up the station, making sure area is clean and completing the side work

EDUCATIONAL QUALIFICATION

GIBSON UNIVERSITY - BACHELORS IN MANAGEMENT	2010-2014
AL-MUKHATARA SECONDARY SCHOOL - LEBANESE BACC – SCIENTIFIC SECTION	1997-1998

PROFESSIONAL TRAININGS

- (RED CROSS 603, CENTER BAKAATA-SHOUF, LEBANON)
- **FIRST AID-RECEIVED TRAINING IN CPR AND EMERGENCY PROCEDURES**

PROFESSIONAL SKILLS

- Leadership expertise
- Committed to maintaining work quality, accuracy, and efficiency
- Planning and time management skillfulness
- Aptitude to conceptualize and implement novel ideas
- Attention to detail
- Problem-solving and decision-making abilities
- Following up new technologies
- Sound ability to learn fast and grasp information easily and self-motivated team player

PERSONAL INFORMATION

Name	:	Troy Bou Karroum
Date of Birth	:	22 April 1978
Sex	:	Male
Nationality	:	Lebanese
Marital Status	:	Married
Health	:	Excellent
Language Known	:	Arabic- <i>Fluent written and spoken</i> English - <i>Fluent written and spoken</i>
Hobbies	:	Swimming, Reading, Listening to Music and Ice-Skating

REFERENCES: To be furnished upon request
