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## **Profile**

**A dynamic result-driven Supply and Demand Planning Manager**, with more than 18 years of exponential experience in Demand Planning, maximizing ROI, achieving internal KPI's, maintaining good Vendor-Distributor win-win relationships and proven records of success.

Having excellent written and verbal communication skills, strong follow up, analytical, and organizational skills.

## **Personal skills: -**

- Proficient in Microsoft Applications, Advanced level in Excel, Access, Microsoft Project, Word and PowerPoint.
- Mastering Microsoft SQL.
- SAP knowledge.
- Microsoft Dynamics, Retail Management System (RMS)
- Microsoft Dynamics AX
- ERD and Relational Database Schema knowledge and Design.
- Strong Logical and analytical skills with capacity to interpret and relate complex data.
- Process mapping and improvement with great experience in writing Standard Operating Procedures (SOP's).
- Fluent Spoken and written command of English language.
- Problem solving skills.
- Lean Six Sigma.
- Programming/Algorithms Knowledge
- Supply Chain Knowledge

## **Career Progression**

### **Itsalat Int.Egypt (i2) – Supply and Demand Planning Manager - 07/2009 : 07/2021**

- Securing business continuity & ensuring product availability covering market needs.
- Built solid and collaborative relationships with product multi-national suppliers, keeping and managing the inventory at healthy levels.
- Reviewed and handled all suppliers' contracts, "Distribution (Agency) Agreements" exclusive or non-exclusive ones and their modifications.
- Maintained a rolling forecast based on sales/financial/budget and marketing plans to ensure product availability to support customer lead times.
- Submitting rolling demand plans to the suppliers' manufacturing sites to resolve gaps between demand and supply plans.
- Worked with the Care to maintain service warehouse inventory at locations.
- Responsible for all month-end duties for the department. Provide weekly flag reports for product lines.
- Ensured effective flow of the products from Supplier factories (outside Egypt) to warehouses.
- Achieved the agreed Supply Chain KPI's (Service Level, MAPE, DIO (IDL) and ROI).
- Provided weekly/monthly reports on inventory and forecast exception.
- Prepared and lead the weekly S&OP meetings. Monitored new product introduction and obsolete stock.
- Duties included order management.
- Collaborating within cross functional teams with Logistics, Sales and Finance teams to improve supply chain performance and cost.

### **Itsalat International Egypt (i2) - NA Planning Manager - 03/2009 : 06/2009**

- Appointed to help cross-functional team to develop Centralised Planning and Procurement (CPP) across i2 group to view inventory levels in 26 countries.
- Generate regional demand plans for i2 group in the below North African (NA) countries and modify received forecast with inputs from the actuals.
  - Egypt.
  - Jordan.
  - Lebanon.
  - Sudan.
  - Reunion.
  - Angola.
- Trying to balance between actual and forecasted sales figures.
- Responsible for day to day Centralised Planning and Procurement (CPP) activity of Nokia Mobile Phones for the above countries.
- Coordinate the collection and validation of regional forecasts and purchase requirements for the above NA countries.

- Analyze forecast variance to identify root causes of forecasting error and identify strategies to improve the forecasting process.
- Review and revise the planning parameters regularly to reflect the current business needs.
- Work closely with Sales Teams to establish stocking strategy for new product launches and product discontinuation.
- Manage inventory levels and responsible for stock replenishment to the planned target levels
- Collaborate with the principle company on regional replenishment of inventory and work with them to improve supply processes relating to lead times, flexibility rules, cost effectiveness and delivery.
- Establish, monitor and improve key performance metrics.
- Demand management, plan changes and shipments' follow up.
- Tune plans based on Country specific requirements (strategy) to match local demand and to meet pre-agreed i2 / Nokia Targets.
- Achieve economies of scale and cost efficiencies, reduce error rates, inventories, improve supplier relationships and cash cycle times.
- Implement weekly Nokia Collaborative (S&OP) meetings.
- Placing orders for respective countries on the principle company's online system.
- Ensure that all orders are financially covered and within the credit limit.

**Itsalat International Egypt (i2) - Demand Planner - 11/2007 : 02/2009**

- Monitor Mobile phones stock level and recommend extra ordering or order cancellation.
- Monitor inventory turnover.
- Preparing and suggesting long-term Plan for Mobile phones orders.
- Monitor order-confirmation levels.
- Communicating supply and logistics issues and info with the supplier.
- Monitor different departments forecast's accuracy and discuss sales issues with concerned departments in commercial meetings held on a weekly basis.
- Assisting in a project for Enterprise Resource Planning (ERP) for the company by defining work processes and converting agreed processes into flow charts and other related diagrams.
- Monitor company payments of invoiced goods.
- Monitor delivery of invoiced goods, assure correctness of quantity and quality.
- Monitor quarterly target achievements, recommend alternatives.
- Monitor and follow up Supplier Incentives rewards

### **Vacssera Holding Company - Supply Chain Analyst - 12/2006 : 11/2007**

- Analyzing data and methods to predict and improve the company's delivery of products and services to its customers.
- Monitor and collect data on current operations, including scheduling, sourcing, warehousing, production, and delivery.
- Analyze data to determine areas for improvement.
- Investigate pain points within the process and suggest solutions to resolve conflicts and inefficiencies.
- Gather data on each step within the supply chain, using it to recommend changes to reduce costs.
- Assisting in developing company process flow according to GMP.
- Assisting in a project of Enterprise Resource Planning (ERP) for the company.
- Assisting in preparing for obtaining ISO 9002.

### **EgyBlood (Vacssera Holding Company) - Fulfilment Planner 03/2004 – 11/2005**

- Translate the internal Sales and Operating Plan into a distribution schedule to establish blood quantity by location to meet customer needs.
- Manage planning of weekly replenishment issues for blood to surrounding inventory and sales centers, to ensure delivering the right blood quantity at the right time in the right facility without having excess inventory.
- Assist in the development of annual distribution objectives.
- Plan day-to-day activities associated with Distribution Planning function.
- Generate and review daily reports.
- Ensure that the distribution plan is implemented.
- Appointed to represent my company (EgyBlood) in a project for developing an ERP software system for the company.
- And then to represent it in planning of a 5-years Business Plan.

### **Vacssera Holding Company - (Production Department, Assistant) - 07/1999 : 02/2004**

- Defining Standard Product Constituents to achieve the following: -
  - Enhance product quality.
  - Enhance and minimize material consumption.
  - Decrease production costs to maximize profit margin.
- Gathering required data for the above tasks.
- Recording the data on the computer and performing required analyses, feedback and reporting.

### **Different Companies in Germany – IT - 05/1992 : 06/1996**

- Database designing.
  - Designed databases of customer data for many companies in Germany.

**Education:**

- Bachelor of Science, Cairo University 1988
- Diploma In Computer Science, Institute of Statistical Studies and Research, Cairo University 2004
- Pre-master year in Computer Science, ISSR-Cairo University 2005.

**Language Skills:**

1. Arabic (Mother tongue).
2. English (Excellent written and spoken command, TOEFL 587)
3. German (Excellent written and spoken command, PND5).

**Personal:**

Date of Birth: 12.04.1964      Nationality: Egyptian      Marital Status: Married  
and have two daughters and a son.