

Mohamed Chaara

Start-ups enthusiast, and operation management expert

I have a proven track record of effectively managing various enterprises and operations across multiple industries in several countries. I have successfully executed investment and feasibility analysis, planned, designed, executed, and managed multiple projects while challenging deadlines and budget constraints without compromising quality.

Professional projects and achievements include:

- Managing turn-around and oil companies' shut-down activities and contracts worth an excess of \$35M.
- Structuring then leading three start-ups in the fields of logistics, software development, and retail.
- Spearheading the creation and transition of multiple contact centers and customer services divisions with an average annual sales of \$3.2M.

Career history

Executive Manager

Alfoudari Group of Companies, Kuwait

2021 - Present

In this capacity, I oversee day-to-day operations and coordination between the various companies of the group located in three countries. This includes setting performance goals and target, resource allocation, and formulating strategies to enhance market presence in various sectors that include retail, technology, and export.

Head of Online and Home Delivery Sales Unit

Petra Foods, Kuwait

2020 - 2021

In this capacity, I restructured and managed the online and home delivery sales channels of the company, in addition to creating the company's contact center from the ground up and managing to increase the sales volume of the unit to an excess of \$3M. Additionally, I was able to create a whole suite of analytics and reports to assist the company in monitoring and analysing sales performance.

Executive Manager

World Wide Halls, Kuwait

2020 - 2014

In this capacity, I was in charge of the planning, management, and execution of multiple large projects that included oil and gas sector shut-down activities, major governmentsponsored events, election campaigns, and large events overseas valued at an excess of \$35M. Additionally, I was responsible for sourcing and negotiating contracts in the international market.

Head of Operations

Draiwil Logistics, Kuwait

2013 - 2014

In this capacity, I oversaw the day-to-day operations that included managing dispatchers and customer service staff, sourcing and negotiating contracts with potential clients and suppliers, and conducting market research and analysis to aid in market placement strategies and expansion.

Contact Center Manager

Kuwaiti-American Food Stuff Co, Kuwait

2012 - 2013

In this capacity, I oversaw the complete restructuring of the call center and telemarketing units. That included a complete update of processes and standardization of procedures, migration to a modern PBX solution, and the introduction of KPIs and quality assurance practices to ensure that the division meets its' revenue targets.

Assistant Manager - MIS

Scicom (MSC) Berhad, Malaysia

2010 - 2012

In this capacity, I was in charge of the creation and running of reporting templates that measured all aspects of performance in the company, in addition to calculating the cost of operation, schedule planning for multiple operations, and the creation of score cards, staff performance related bonus reports, and managing new projects until operation management team was ready to handle their tasks.

Specialist - MIS

Scicom (MSC) Berhad, Malaysia

2008 - 2010

Executive - Nokia Network Management System

Scicom (MSC) Berhad, Malaysia

2007 - 2008

Executive - Technical Support Nokia Middle East and Africa

Scicom (MSC) Berhad, Malaysia

2007

Representative in South East Asia

CS Trading SARRL, Morocco

2005 - 2007

Start-ups

Co-founder

DIRECT.APP, Kuwait

2014 - 2019

DIRECT.APP is a technology start up that focused on logistics and delivery services. The application revolves around the idea of allowing users to schedule and ship their parcels both locally and internationally using any of the available service providers with a deep discount. The venture was bought by an investor in 2019.

Co-Founder

Lor Du Maroc Cosmetics, Morocco

2017 - 2020

Lor Du Maroc is a brand of Moroccan naturally sourced organic beauty and cosmetics products. The line up included products such as Argan Oil, Barbary Fig Oil, and Argan Ghassoul scrub with sales all over the world and a specific focus on the markets in Europe, The United States, and Australia. The venture was bought by an investor in 2020.

References

References contact details shall be provided upon request.



Contact information

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Education and certifications

2008 Master of business administration
United Business Institutes
Kuala Lumpur, Malaysia

2006 Bachelor of business administration
United Business Institutes
Kuala Lumpur, Malaysia

2001 General secondary education
certificate - Science stream
Al Najat Private School, Kuwait

Skills and abilities

Operation management ●●●●●

Start-up management ●●●●●

Report creation ●●●●●

Microsoft Excel ●●●●●

Google data studio ●●●●●

Agile project management ●●●●●

Languages

English ●●●●●

Arabic ●●●●●

Personal information

Date of birth: 12 Feb 1984

Nationality: Moroccan

Marital status: Married

محمد عبد الحميد خوار