



# HOSSAM KHALED

Retail & E- Commerce Section Head

+201092108511    HOSSAMKHALED368@GMAIL.COM

## ABOUT ME

Experienced Operations Manager with over 10 years of progressive experience in operations, purchasing, and branch management within automotive, trading, and distribution companies. Proven ability to improve operational efficiency, control costs, manage budgets, optimize inventory, and lead cross-functional teams. Strong background in purchasing strategy, vendor negotiation, KPI monitoring, and process improvement. Adept at working under pressure, solving operational issues, and driving business growth while ensuring compliance and customer satisfaction.

## EDUCATION

2009 - 2012

Ain Shams University

**Bachelor of Management Information Systems**

## EXPERIENCE

2025- Present

Global Tires -  
Bugshan Egypt

### **Retail & E- Commerce Section Head**

- Inventory Management: Ensure optimal stock levels across branches and the e-commerce platform.
- Supplier & Pricing Management: Manage suppliers, monitor market pricing, and support pricing decisions.
- Branch & Sales Oversight Monitor branch performance and support online and in-store sales targets.
- E-Commerce & Reporting: Maintain accurate website data and report on sales and campaign performance.

2023 - 2025

ALAGGAR Group Co.

### **Operation Manager**

- Ensure all operations are carried on in an appropriate, cost-effective way
- Improve operational management systems, processes and best practices
- Purchase materials, plan inventory and oversee warehouse efficiency
- Help the organization's processes remain legally compliant
- Formulate strategic and operational objectives
- Examine financial data and use them to improve profitability
- Manage budgets and forecasts
- Perform quality controls and monitor production KPIs

2022- 2023

Your Parts Co.

### **Purchase& Operation manager**

- Develop, lead and execute purchasing strategies
- Track and report key functional metrics to reduce expenses and improve effectiveness
- Craft negotiation strategies and close deals with optimal terms
- Partner with stakeholders to ensure clear requirements documentation
- Forecast price and market trends to identify changes of balance in buyer-supplier power
- Perform cost and scenario analysis, and benchmarking
- Assess, manage and mitigate risks
- Seek and partner with reliable vendors and suppliers
- Determine quantity and timing of deliveries
- Resolve operational problems within the defined schedules and service level agreements.
- Analyze root causes of operational malfunctions and provide resolutions.
- Handle escalated issues and follow-up on outstanding issues promptly.
- Develop preventive measures and document issue resolution procedures.
- Recommend process improvements to improve operational efficiency and cost- Effectiveness.

2021- 2022

Tamco Co.

### **operation supervisor**

- Resolve operational problems within the defined schedules and service level agreements.
- Analyze root causes of operational malfunctions and provide resolutions.
- Please handle escalated issues and follow up on outstanding issues as soon as possible.
- Develop preventive measures and document issue resolution procedures.
- Prepare financial statements for the branch.
- Manage employees and lead day-to-day responsibilities.
- Assist with customer service to ensure overall customer satisfaction.
- Oversee reports for budgets and financial reports.
- Create plans and forecasts that are built to fit future needs.
- Work to grow business and customer acquisition.

2020- 2021

SMG engineering  
automotive company

### **Branch Manger**

- Forecasts goals and objectives for the department and strives to meet them.
- Prepares and administers an annual operating budget for the parts department.
- Establishes individual parts inventory levels and balances them for maximum turnover.
- Supervises custodians to ensure that the work area is kept clean.

2013- 2018

Nile projects for  
trading & distribution

### **Branch Manager**

- Prepare financial statements for the branch.
- Manage employees and lead day-to-day responsibilities.
- Assist with customer service to ensure overall customer satisfaction.

## **TRAINING**

---

- Certificate in Computer Course in ICDL: ( Windows - Word - Excel – PowerPoint – Access – Net ) Oct 08 – Apr 2009
- Training from SMG engineering automotive company about Customer Services – How to sell Spare parts 25-mar-2021
- Training from Nile Projects for trading & distribution - Bridgestone Egypt basic tire knowledge p 01/2013

## **SKILLS**

---

- Microsoft Office
- KPI Monitoring
- Quality Control
- Operations Management
- Team Leadership
- Staff Supervision
- Problem Solving

## **LANGUAGE**

---

- **Arabic** Native Language
- **English** Good Command for Both Written & spoken