



Mostafa Madani

Logistics & Operations || Sales & Distribution
Manager

PROFILE

Hard working and energetic manager and top-rated sales associate with 9+ years leading dynamic sales teams in fast-paced markets. Focused on customer satisfaction throughout all stages.

Experienced service centre manager. Successfully led challenging assignments with excellent presentations and communication skills.

Communicated information and updates via regular meetings to continuously improve warehouse operations

CONTACT

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AREAS OF EXPERTISE

- Client Relations
- Sales & Marketing
- Market Research
- Competitive Analysis
- Branch management
- Customer Service
- Warehouse Management
- Stock Keeping
- Sta0 Management
- PSI reports (sales & stock)
- MS Office Suite
- Shipping and receiving
- Warehouse operations
- Accounts (Receivable & Collection)

EXPERIENCE

SERVICE CENTRE MANAGER

Electroland Ghana Ltd - Samsung

2021 - Present

- Optimizing's service centre productivity while achieving correct quality standards and minimizing costs.
- Works closely with the copywriting team.
- Delegating and directing service tasks, monitoring the progress of current projects, and managing service team members to ensure the team's objectives and sales goals are met.

ASSISTANT LOGISTIC MANAGER

Electroland Ghana Ltd - Samsung

2019 - 2021

- Assisted in arranging and chairing daily operations
- Coordinated logistics management functions for supplies, equipment and company assets.
- Distributed and optimized employee work assignments to consistently meet department objectives.
- Directed activities of warehouse, shipping and receiving and freight movement teams.
- Developed relationships with transportation vendors to reduce cost and reaction time and improve transport times.

EDUCATION

SECONDARY SCHOOL

Cadmus School
2006 - 2010

BACHELOR OF COMPUTER SCIENCE

Lebanese International University
2010 - 2014

SKILLS

- Excellent Communication Skills
- Leadership Skills
- Team Management
- People Management
- Critical Thinking
- Problem Solving
- Negotiation Skills
- Focused
- Decision Making Skills
- Stress Resistance
- Organization Skills
- Business Acumen

LANGUAGES

ENGLISH



ARABIC



FRENCH



EXPERIENCE

WAREHOUSE OPERATIONS MANAGER

Electroland Ghana Ltd - Samsung
2019 - 2021

- Accomplishes warehouse operations by recruiting, selecting, training, and coaching employees.
- Oversees distribution, warehousing, and shipping.
- Oversaw warehouse operations by managing shipping and receiving, inventory and resources.
- Held team accountable and coached through problems to address performance issues.
- Planned long-range warehousing needs based on sales forecasts and input from management.

SALES & DISTRIBUTION MANAGER

Electroland Ghana Ltd - Samsung
2019 - 2021

- Managed more than 10 showrooms. Planned & executed retail operations with key accounts (Organized Retails, Brand store, Showrooms). Implemented a strategic sales plan that expands company's customer base and ensure it's strong presence
- Identified needs & work towards finding a solution to remove any barrier to Retail Operations. Provided on-the-ground support for sales associates as they generate leads and close new deals
- Built and promoted strong, long-lasting customer relationships by partnering with them and understanding their needs. Ensured to achieve monthly, weekly, quarterly, & annual in-store display share & Flooring targets

SALES, NETWORK AND SERVICE MANAGER

Takesh Group - ISP
2010 - 2019

- Worked on maintaining network and service department operations.
- Handled multiple accounts.
- Responded to service requests and on-call emergencies with timeliness and professionalism.
- Manage the installation and support of PC, server and networking hardware/software at new and existing locations