



# Ali Lamaa

Operations Manager

Paris, France

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## Languages

Arabic (Native)

French (Fluent)

German (Work Proficiency)

English (Fluent)

## About

Profile Adaptable integrator of diverse teams and interconnected workstreams, proven worldwide leader of complex operations and projects, trainer and builder of top-performing organizations with 10 years of experience within the Lebanese Special Forces and Voi technology

### BRANDS WORKED WITH

Lebanese Armed Forces

Second

Voi Technology -Micro Mobility

## Experience

### ● Operations Analyst

Voi Technology -Micro Mobility | Jul 2022 - Now

- Manage all 3PLs for optimal performance
- Install effective Standard Operating Procedures for all logistics processes
- Administering stock control and ensuring compliance with health and safety legislation.
- Tracked operational status of all assigned facilities, maintaining positive inventory control and ensuring sufficient inventory levels to accommodate anticipated demands.
- Created macros for Microsoft Excel databases monitoring inventory levels/reconciliation, resulting in a reduction of product loss and savings.
- Created a list of problems for batteries after doing a precise Diagnostic.
- Organized the inventory of the spare parts
- Reduced the Downtime in operations (Project Zidane) by more than 30%
- Contributed to enhancing the rebalancing of the scooters by applying manual rebalancing during specific events, which increased the TVD( Trip/Vehicle/day) by 44%
- Mastered in battery diagnostic and have a great Idea about the repairing process for the E scooters
- Balancing the supply and demand of the spare parts
- Built dashboards on Tableau ( NPZ, hot spots during high seasons...)
- Detected Fraud tasks done by 3PL (short rebalance) by analyzing all the data using SQL and Excel.

### ● First Lieutenant First Lieutenant- Operations manager

Lebanese Armed Forces | Jul 2016 - May 2021

- Led a company consisting of more than 120 soldiers with Military equipment worth \$35 million, Supervised, Coached, and sponsored more than 300 soldiers during the Special forces courses , a team of managers of more than 15 sergeants( managers), and a team of diverse nationalities ( Americans, British, French, and Egyptian).
- Planned daily operational strategies, including delivery routing, team workflows, and promotional initiatives.
- Recruited, stafed, selected the special soldiers for the intelligence department, and tracked their Path.
- Built and managed a cross-functional team of strategic partner managers and account managers to identify the organization's future needs and how to develop individuals to meet those needs

### ● Lieutenant- Project manager

Second | Oct 2011 - Sep 2017

Updated and organized the command security program

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•managed and implemented a shooting range project Strengthened team engagement and ability to negotiate and resolve conflicts analyzed the intelligence data and information to determine its usefulness and preparation of documents detailing the characteristics of strategic and tactical areas worldwide.