

Mohammad Shihab

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Nationality: Jordanian. Residency: Jordan. Languages: English & Arabic

20+ years of experience in **Operations, Supply Chain, Procurement and Sales** in Agricultural and Animal Products Trading industry. Through my work, I strive to reduce costs without compromising quality, improve efficiency and responsiveness, and foster collaboration across all stakeholders.

Strengths

- **Cross-Functional Expertise:** Over 20 years of experience within smaller organizations across **Operations, Supply Chain, Procurement and Sales**, demonstrating versatility in driving business growth within the agricultural and animal products trading industry.
- **Advanced Feed Formulation Skills:** Proficient in **linear programming** using MS Excel to develop precise and cost-effective feed formulations tailored to customer and market needs.
- **Strategic Supplier Partnerships:** Successfully negotiated and managed **exclusive distribution agreements** with top-tier international suppliers such as **WAFI B.V.** (Netherlands) and **PRECONEX SP. N.V.** (Belgium), expanding market reach in Jordan.
- **Experienced in managing key partnerships:** I was responsible for negotiating contracts and handling relationships with banks, government institutions, shipping agencies, and customs companies to ensure smooth operations and on-time deliveries.
- **Operational Efficiency & Cost Optimization:** Expertise in streamlining procurement and logistics processes to **optimize inventory**, reduce costs, and enhance service delivery without compromising quality.
- **Customer-Centric Leadership:** A strong commitment to **customer satisfaction**, consistently achieving on-time product availability and fostering long-term client loyalty through exceptional service.
- **Data-Driven Decision Making:** Skilled in **analyzing key performance indicators (KPIs)** and using insights to refine processes, improve efficiency, and drive continuous improvement in supply chain and sales operations.
- **Continuous Professional Development:** Consistently enhances industry knowledge through ongoing training and staying up to date on **market trends**, technological advancements, and regulatory changes in the agricultural sector.
- **Strong Communication and Interpersonal Skills:** fostering robust relationships with suppliers, customers, and cross-functional teams to drive collaboration and results.

Areas of Expertise:

Sales

- **Lead Generation:** Skilled in identifying potential customers through networking, cold calling, referrals, and targeted marketing campaigns.
- **Customer Needs Analysis:** Adept at listening and understanding client requirements to provide tailored product solutions.
- **Product Knowledge & Presentation:** Strong grasp of product features and benefits, enabling effective communication and solution-oriented sales pitches.
- **Negotiation & Deal Closure:** Experienced in delivering persuasive sales presentations, negotiating pricing and terms, and successfully closing deals.
- **Client Relationship Management (CRM):** Proactive in post-sale follow-ups to ensure satisfaction and build long-term client loyalty.

Procurement Management

- **Procurement (Sourcing):**
 - Supplier Evaluation & Selection:** Identify and partner with reliable suppliers aligned with quality and cost objectives.
 - Contract Negotiation:** Secure favorable pricing, quality standards, and delivery terms.
 - Supplier Relationship Management (SRM):** Foster strong, long-term partnerships to ensure reliable supply and collaboration.
 - Classified product requirements:** Prepared and presented weekly procurement reports to senior management, outlining product demand categorized as **frozen** (final and cannot be changed), **slushy** (planned but still flexible), and **liquid** (early forecasts that may change). This supported material requirements planning (MRP) and helped suppliers plan accordingly.

Supply Chain Management

- **Planning & Strategy:**
Demand Forecasting: Accurately predict product demand using sales data, lead times, and current stock levels.
Inventory Planning: Optimize inventory to meet market needs while minimizing holding costs.
- **Logistics & Distribution:**
Transportation Management: Oversee efficient distribution methods to ensure timely, cost-effective deliveries.
Warehousing & Inventory Turnover: Manage storage operations to optimize space, safety, and product freshness.
Order Fulfillment: Ensure accurate and on-time delivery of customer orders.
- **Inventory Management:**
Stock Control: Maintain optimal stock levels to prevent shortages or overstocking.
Cycle Counting: Conduct periodic inventory checks to ensure data accuracy and reduce shrinkage.

Work Experiences

Operations and Sales Supervisor, Shihab Agricultural Co, Jordan Jan 2011 – Present
Specializing in **Animal Feed Concentrates, Premixes, Feed Raw Materials, and Ready-Made Feeds.**

- Led a team of 4 employees, ensuring operational efficiency and high productivity.
- Managed procurement and sales for feed concentrates, premixes, raw materials, and ready-made feeds, ensuring timely availability to meet customer demand.
- Enhanced customer satisfaction by improving feed formulations and expanding premium product offerings.
- Achieved targeted sales revenues consistently within each fiscal year.
- Monitored and adjusted fund allocation and currency selection (EUR/USD) based on exchange rates and market trends.
- Adapted supply chain processes to effectively manage seasonal demand fluctuations and maintain optimal inventory levels.
- Implemented cost-saving logistics strategies, reducing transportation expenses.

Procurement and Supply Chain Officer, Wafa Agricultural Co, Jordan Oct 2002 – May 2010
Specializing in **Animal Feed Concentrates and Premixes.**

- Led a team of 3 employees, focusing on operational efficiency and timely product delivery.
- Managed procurement operations for feed concentrates and premixes, sourcing from international supplier.
- Collaborated with nutritionists and the technical support team to align product offerings with market needs and customer expectations.
- Monitored global commodity markets to strategically time purchases and minimize exposure to price volatility.
- Oversaw all import processes, including documentation, customs clearance, and coordination with freight forwarders and clearing agents.
- Optimized inventory management to avoid overstocking or shortages, while adjusting to seasonal demand variations.
- Reduced transportation costs through effective logistics strategies and vendor negotiations.
- Ensured timely product availability to meet customer needs, consistently maintaining high levels of satisfaction.

Education

- Master's degrees in Business Administration MBA with a sub-major in Finance, New York Institute of Technology (NYIT), Jordan, 2004.
- Bachelor's degree (B.A.) in Business Administration, Applied Science University, Jordan, 2002.

Interests & Soft Skills

- Strong skills in planning, communication, decision making, delegation, problem solving.
- Excellent communication, presentation, and Microsoft Office skills (Word, Excel, Power Point).