

IDRISS BOUCHARA

Pharmaceutical Distribution and E-commerce Operations Manager

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Professional Profile

Dynamic and results-oriented manager with extensive experience in pharmaceutical distribution, e-commerce, and health and wellness retail management. Proven track record in operational planning, inventory management, and leading high-performance teams. Dedicated to providing excellent customer service and optimizing business processes to drive growth.

Soft Skills

- **Leadership:** Motivating and directing teams.
- **Problem-Solving:** Quick identification of solutions.
- **Time Management:** Effective planning and meeting deadlines.
- **Effective Communication:** Clear and open transmissions.
- **Adaptability:** Rapid response to changes.
- **Collaboration:** Teamwork and cooperation.

Professional Experience

Operations Service Manager

January 2022 - May 2024

REPHAK – Kenitra

- Directed daily operations across multiple departments, ensuring efficient task allocation and workflow.
- Conducted regular meetings to enhance team performance and streamline processes.
- Managed vehicle fleet logistics, resulting in a 15% reduction in fuel costs.
- Recruited and trained staff to meet operational needs, improving overall team productivity.

Online Sales and FBA Management Team Leader

January 2018 - September 2021

Amazon Europe - SAE Trading – Kenitra

- Developed and implemented e-commerce strategies, increasing online sales by 30%.
- Designed and maintained an optimized e-commerce platform.
- Managed administrative tasks, ensuring smooth daily operations.
- Participated in recruiting and training new employees, contributing to team growth and development.
- Oversaw online payment systems and customer service operations, enhancing customer satisfaction.

Health and Wellness Retail Manager

April 2013 - September 2017

Paramédical Services – Kenitra – CDI

- Optimized inventory management, reducing stock shortages by 20%.
- Reorganized store layout to improve customer experience and increase sales.
- Analyzed competitor strategies, implementing successful marketing campaigns that boosted sales by 30%.
- Trained and supervised new employees, fostering a collaborative and efficient work environment.

Education

Master's Degree in Biology

October 2003 – September 2009

Institute of Genetics, University of Cologne – Cologne

University Certificate in Scientific Studies: Biology and Geology

September 1998 – June 2001

Ibn Tofail University – Kenitra

High School Diploma in Experimental Science

September 1996 – June 1998

Ibn Zaydoun High School – Sidi Yahia Gharb

Equivalence

Canadian Equivalence (WES): Bachelor's and Master's Degree

April 14, 2022

Technical skills

- Microsoft Office Suite: Word, Excel, PowerPoint
- E-commerce Platforms: Amazon FBA, Shopify
- Amazon FBA Tools: Campaign Manager, Sponsored Products, Keyword Search Tools (Helium 10, Jungle Scout)
- Inventory Management Systems
- Computer Hardware and Software Management
- Photo Editing: Adobe Photoshop, GIMP

Languages

- Arabic: Native
- English: Proficient
- French: Fluent
- German: Fluent

Interests

- Reading
- Cinematography
- Cooking
- Bodybuilding
- Fishing
- Video Games