**Mohamed Sehbaoui**

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**Supply Chain professional**

Sales Management / Customer Service / Logistics coordination

Fluent in French, English and Arabic with extensive experience in retail sales and operations. Achieved outstanding results at IKEA as a Manager. Responsible for securing the stock according to the commercial calendar, successfully achieved company goals, and enhanced stock structure (overstock, concrete stock, healthy stock). Maintained sales Index of 110% versus objectives in the Textile and Bathroom departments. Master’s degree in supply chain engineering with meticulous attention to detail and strong analytical skills. Currently excelling as Kitchen Planner at IKEA Ottawa, delivering exceptional results and building strong relationships. Enrolled in Supply Chain Awareness Program and Employment at Humber College expanding knowledge and skills in Canadian supply chain field.   
  
**SKILLS**

* Sales Management.
* Team management.
* Microsoft Office Suite (Advanced MS Excel level: Analysis, Reporting and Statistics).
* Reporting using Business Intelligence and MS Excel.
* Data Analysis.
* Warehouse operations.
* Retail business operations.
* Point of Sales System.
* Customer service.
* Problem solving.

**ACHIEVEMENTS**

* Proudly achieved 95% stock availability for top-selling items by conducting accurate sales forecasting for each campaign following the commercial calendar.
* Effectively prepared weekly and monthly reports utilizing strong data analysis and decision making abilities.
* Realized supply chain optimization by ensuring cost-effective inventory management and timely delivery, by improving replenishment efficiency by 30%.

**PROFESSIONAL EXPERIENCE**

***Kitchen Planner (Sales), IKEA Ottawa***  *April 2023 – present*

* Multilingual Proficiency: Fluent in three languages, facilitating effective communication with diverse customers.
* Sales and Upselling: Skilled in converting customer needs into sales orders and suggesting relevant add-on articles to enhance the customer experience and drive revenue growth.
* Planning and Organization: Demonstrated expertise in efficiently managing and following up on the kitchen purchasing process, guaranteeing timely delivery and customer satisfaction.
* Attention to Detail: Meticulous in accurately utilizing planning tools and point of sale systems to ensure seamless transactions and error-free order processing.

***Shopkeeper, IKEA Morocco*** *June 2015 - Feb 2023*Sales Forecasting and Stock Availability Management:

* Provided weekly forecasts for critical articles, collaborating with Sales Support Supply and utilizing the Commercial Calendar.
* Achieved 95% stock availability for top-selling and high-profit articles.

Team Building and Motivation:

* Cultivated a strong sense of teamwork among cross-functional departments, including logistics and merchandising.
* Motivated team members to engage and drive service performance and excellence.

Goal Setting and Alignment:

* Established clear objectives for the team, aligning them with company and department goals.
* Ensured that critical success factors were considered in objective setting.

Sales Reporting and Data Analysis:

* Prepared weekly and monthly sales reports, analyzing data and KPI to identify improvement opportunities.
* Presented evidence of improvement needs and benefits through measurable outcomes.

***Logistics specialist, SAMIR refinery, Morocco*** *July 2014 - Dec 2014*

* Logistics Coordination: Demonstrated expertise in effectively coordinating various logistics operations such as transportation, warehousing, and inventory management. Ensured seamless supply chain operations for equipment and non-oil products.
* Strategic Supply Chain Optimization: Applied strategic measures to enhance overall efficiency, minimize delays, and optimize resource allocation within the logistics function. Resulted in timely delivery and cost-effective inventory management, contributing to operational success.

**ACADEMIC BACKGROUND**

* **Supply Chain Awareness Program and Employment (SCAPE), Sept 2023 – Dec 2023.**Humber College, Toronto, Ontario, Canada.
* **Engineering in Logistics and Transportation (Master’s degree), Sept 2007 – Jul 2014**Faculty of Sciences and Technologies, University Hassan 1st, Settat - Morocco

(Credentials assessed by WES and is equivalent to Master’s degree)