

- Adnan Jazzar -

Supply Chain Management | Operations Optimization | Strategic Planning



LinkedIn

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Date of Birth: 4.8.1986 **Nationality:** Syrian **Marital Status:** Married

PROFESSIONAL SUMMARY

Regional Operations Manager at Al Tazaj Corporate, leading operations across corporate-owned restaurants with a focus on performance, consistency, and operational excellence.

Driving key enhancement initiatives including drive-thru technology, kitchen optimization, and restaurant systems improvements to boost efficiency and customer experience.

Serving as the main point of contact and advisor for franchisees, ensuring alignment with brand standards while building strong, result-driven partnerships.

WORK EXPERIENCE

Regional Operations Manager

Al Tazaj, Jeddah Saudi Arabia

Aug 2025 - Present

- Lead multi-unit operations across corporate restaurants, driving consistency, efficiency, and operational excellence.
- Spearhead strategic enhancement initiatives, including drive-thru technology, kitchen optimization, and systems transformation.
- Bridge operations and IT, leading the rollout and optimization of restaurant systems.
- Act as a trusted advisor and primary liaison for franchisees, strengthening relationships and ensuring alignment with brand standards.
- Influence operational performance across both corporate and franchise networks through continuous improvement initiatives.

Supply Chain Manager

McDonald's, Riyadh, Saudi Arabia

Jan 2021 – July 2025

- Led demand planning, purchasing, and logistics operations, collaborating with internal teams to align inventory levels with demand, ensuring finished goods inventory integrity and meeting supply requirements.
- Developed and maintained strategic supplier relationships, mitigating risks and optimizing purchasing arrangements with indirect and logistics customers to enhance operational efficiency.
- Developed and implemented inventory management strategies, including target setting and flexibility plans, resulting in optimized stock levels and risk mitigation across multiple product categories.
- Managed a cost-efficient budget for the supply chain department, achieving a 5% reduction in operational costs and driving continuous improvement in supply chain performance.
- Spearheaded the introduction of innovative contingency plans for fresh product supply chains, successfully collaborating with local farms and testing alternative suppliers, achieving a 100% success rate in critical product sourcing.
- Led the digitalization of supply chain operations by training local suppliers on digital tools, improving market transparency, and spearheading the launch of new packaging SKUs, setting a company record in 2023 with enhanced designs and product developments.

Menu Management Consultant & Convenience

McDonald's, Riyadh, Saudi Arabia

Jan 2019 – Jan 2021

- Led cross-functional teams, delegating tasks, providing feedback, and driving continuous improvement initiatives to enhance operational efficiency, reduce cycle times, and standardize product quality.

- Collaborated with MMT teams to design and implement product improvements, focusing on performance optimization and manufacturability through streamlined documentation processes.
- Developed and executed comprehensive marketing strategies, including brand messaging, collateral materials, promotional events, and product commercialization, ensuring alignment with business goals.
- Managed the marketing budget and P&L, overseeing the execution of sales plans and budgeting for business segments, while tracking the effectiveness of lead generation campaigns through data analytics.
- Spearheaded rebranding campaigns and product launches, maintaining detailed project documentation and ensuring successful implementation of marketing initiatives across various business units.

Operations Consultant

Jan 2017 - Jan 2019

McDonald's, Riyadh, Saudi Arabia

- Spearheaded the development and execution of strategic business plans to drive profitable food and beverage sales while aligning with organizational objectives.
- Cultivated and maintained strong client relationships to ensure customer satisfaction and foster long-term business growth opportunities.
- Collaborated with customers, management, and sales teams to identify client needs, delivering tailored solutions and enhancing service delivery.
- Oversaw multiple deadlines across various locations, ensuring efficient operations and meeting the dynamic demands of multiple stores.
- Led staff training on company mission, values, and goals, equipping employees with the knowledge and skills to achieve individual and organizational success.

Store Manager of Operations

Jan 2011 - Jan 2017

McDonald's, Riyadh, Saudi Arabia

- Drove sales growth by 10% through targeted promotions, special displays, and exceptional customer service, while ensuring adherence to operational standards and minimizing shrinkage.
- Effectively managed daily store operations, including inventory control, cash management, and store opening/closing procedures, ensuring smooth functioning and accuracy.
- Developed and implemented staff incentive programs to boost morale, enhance employee performance, and reduce turnover, while maintaining a collaborative and high-performing work environment.
- Supervised and mentored employees in a fast-paced setting, fostering a culture of open communication and continuous feedback to maximize team efficiency and customer satisfaction.
- Established and managed efficient store schedules based on forecasted customer demand, employee capabilities, and service requirements, ensuring optimal staffing levels.
- Reconciled daily sales transactions, tracked cash discrepancies, and managed inventory to mitigate shrinkage and ensure accurate financial reporting.
- Recruited, hired, and trained new employees, providing guidance on job responsibilities and ensuring the alignment of staff with organizational goals and operational procedures.
- Cultivated strong customer relationships, addressing inquiries and ensuring an exceptional experience, while analyzing performance trends and reducing operational risks.

LICENSES & CERTIFICATIONS

- Excel Data Analysis: Forecasting – LinkedIn (Issued Nov 2023)
- Managing with Digital Metrics – Hamburger University (Issued Nov 2023)
- Supply Chain and Operations Careers: Certification Tips and Tricks – LinkedIn (Issued Nov 2023)
- APICS CSCP® Certified Supply Chain Certification – APICS (Issued Sep 2023, Expires Sep 2026)
- BSCTC – McDonald's (Issued Nov 2022)
- Leading Change – McDonald's (Issued Jul 2022)
- Business Administration and Management – Damascus University (2001 – 2007)

SKILLS

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|-------------------------------------|------------------------------|---------------------------|
| • Leadership & Team Management | ☐ Supply Chain Management | ☐ Store & Menu Management |
| • Logistics & inventory management | ☐ Marketing & Sales Strategy | ☐ Strategic Planning |
| • Business Development & Planning | ☐ Operations Optimization | ☐ Communication Skills |
| • Compliance and Quality Assurance | ☐ Project & Risk Management | ☐ Attention to Details |
| • Customer Experience Optimization | | |
| • ERP Systems: SAP, Oracle, Paragon | | |
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LANGUAGES

- **Arabic** – Mother Tongue
- **English** – Professional Proficiency