

# Ahmed Hijazi

Baghdad, Iraq

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## Professional Summary

Accounting and Inventory Control professional with 6+ years of operations experience spanning finance, multi-branch inventory management, and supply chain coordination in the food service industry. Currently holds two concurrent roles at Basra Delight Co.: Branch Manager, Accountant & Store Keeper in Baghdad (main store and branch), and Inventory Control Specialist overseeing the Basra and Karbala branches remotely. Strong track record in cash and supplier reconciliation, stock control, and daily financial reporting, combined with self-driven initiative in building Excel- and software-based tools that automate sales forecasting, inventory tracking, food-safety audits, and reporting across multiple branches. Bilingual (Arabic/English), highly organized, and comfortable managing high-volume data with precision.

## Professional Experience

### Basra Delight Co.

June 2025 – Present

#### Inventory Control Specialist — Basra & Karbala Branches (Remote)

On-site in Basra, June 2025 – January 2026; remote (Basra & Karbala) since February 2026

- Manage comprehensive inventory operations across Basra-region branches and the Karbala branch, maintaining optimal stock levels and minimizing waste through strategic ordering and tracking systems
- Conduct daily and weekly inventory/warehouse audits, ensuring accurate stock records and compliance with FIFO (First-In-First-Out) rotation standards
- Analyze inventory data to identify purchasing trends and support supplier negotiations
- Develop and maintain inventory tracking protocols that improve restocking efficiency and help eliminate stockouts during peak periods
- Since relocating to Baghdad, coordinate remotely with on-site branch teams across Basra and Karbala to enforce consistent inventory procedures and standardized stock-control reporting
- Process purchase transactions with meticulous data entry and financial record-keeping

#### Branch Manager, Accountant & Store Keeper — Baghdad (Main Store & Branch)

February 2026 – Present

- Manage the Baghdad branch day to day, together with its accounting and store-keeping across two locations — the main store (large supplier orders) and a branch store — maintaining continuous stock flow with no shortages or wastage
- Review and verify the branch's daily closing reports, cross-checking sales figures for accuracy before financial sign-off
- Place supply orders for the branch and conduct daily inventory checks at both the main store and branch store
- Perform full weekly inventory counts at the main store, reconciling records against head-office data to catch and resolve discrepancies
- Cross-verify Toters and Baly delivery-platform sales reports against internal records to confirm revenue accuracy
- Handle supplier payments, cash counting and reconciliation, and staff salary disbursement
- Prepare daily financial status reports for the branch and coordinate closely with head office in Basra

### Assistant Operations Manager

Basra Delight Co., Basra

October 2023 – May 2025

- Helped run daily operations across several high-volume Basra Delight branches, keeping service and quality consistent, before moving to head office as Inventory Controller
- Led a team of 65+ staff members in one branch, implementing training protocols that reduced new-employee ramp-up time
- Collaborated with executive chefs on menu development initiatives, introducing new dishes to grow average check size
- Optimized workflow processes and resource allocation, improving operational efficiency and controlling labor costs
- Resolved customer complaints proactively, supporting strong customer retention among recurring guests

### Manager & Chef

Big Bites Restaurant, Juba, South Sudan

January 2023 – August 2023

- Oversaw complete kitchen and front-of-house operations for a multi-concept restaurant
- Designed culturally-adapted menus tailored to local customer preferences, increasing repeat customer visits
- Purchased the daily supplies and controlled food costs

## Foreman

*Delta for Contracting Co. Ltd, Juba, South Sudan*

*September 2021 – December 2022*

- Supervised construction projects to completion, in line with safety regulations and specifications
- Handled site purchasing and diesel control, with daily checks on all generators and heavy-duty machines
- Trained and mentored 10+ new team members on technical skills and quality standards

## Gift Cards & Subscriptions Associate

*Online Freelancer*

*April 2020 – September 2021*

- Handled customer inquiries and processed orders with high accuracy and strong customer satisfaction scores
- Kept product availability and order records accurate through careful data entry

## Salesman

*Fouad Houssein Used Spare Parts, Lebanon*

*September 2018 – November 2021*

- Sold used spare parts to customers in the shop

## Banquet Captain

*Crowne Plaza Hotels & Resorts, Beirut, Lebanon*

*July 2011 – July 2014*

- Led banquet service for the hotel's events and functions

## Process Automation & Data Tools

Built independently at Basra Delight, beyond job requirements. Screens and live links: [hijazionline.com](https://hijazionline.com)

- **BD Audit** — a food-safety audit app for the restaurant group: hygiene checklists, fryer-oil tests and marination logs on the phone, with photo, signature and location proof, and PDF reports in English or Arabic
- **Inventory App** — a desktop stock-control app for the central store: running balance per item valued at cost, low-stock alerts, and purchase lists by supplier built from daily usage
- **Daily Sales Forecasting Application** — built a desktop tool (Electron/JavaScript) that forecasts daily sales demand across 7 restaurant locations using weekday-pattern analysis and a built-in Iraqi/Islamic holiday calendar, used to guide purchasing and staffing decisions
- **Branch Sales Analyzer** — developed a reporting tool that ranks top-selling items, tracks month-over-month revenue trends, and flags new or discontinued menu items from POS sales exports
- **Delivery Platform Reconciliation** — automated monthly reconciliation of Toters delivery sales exports (18,000+ rows per month) into daily and monthly summary reports for Baghdad operations
- **Inventory Order-Suggestion System (in development)** — building a multi-branch inventory and requisition-tracking application that analyzes stock, wastage, and order history to auto-generate daily reorder recommendations

## Core Competencies

**Accounting & Finance:** Cash & Bank Reconciliation | Supplier Payment Processing | Accounts Payable | Payroll Coordination | Daily Financial Reporting | Cost Control

**Inventory & Operations:** Multi-Branch Inventory Control | Stock Audits & Reconciliation | Supply Chain Coordination | Wastage & Shortage Prevention | FIFO Compliance | Vendor Relations & Procurement | Remote Team Coordination

**Data & Technical Skills:** Sales & Inventory Data Analysis | Process Automation | Advanced Microsoft Excel | Omega POS Systems | Reporting Dashboards | App Development (JavaScript, React Native, Electron) | Data Entry & Record Keeping

**Leadership & Management:** Team Leadership & Training | Operational Excellence | Customer Service Strategy | Conflict Resolution

## Software & Tools

Microsoft Excel (Advanced) | Omega POS | Toters & Baly Delivery Platforms | Inventory Management Software | JavaScript, React Native, Electron & Python (self-taught) | Scheduling & Timekeeping Systems

## Education

**Technical Baccalaureate in Hospitality Management**

Bir Hassan Institute, Lebanon, 2014 – 2017

## Languages

Arabic: Native/Fluent | English: Professional Working Proficiency (B2–C1)