

# Youness AIT EL MADANI, MBA

Business Operations Leader

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*A versatile operations professional with 10+ years of international experience in B2B sales, product development, account management, and supply chain logistics. Facilitates the adoption of cutting-edge engineering technology, architectural products, and best practices in marketing to empower firms, manufacturers, and builders to scale rapidly. Ensures strict compliance with government regulation in quickly evolving markets. Seeking the next professional challenge as an operations leader who leverages knowledge of the glass industry's inner workings to propel an innovative manufacturer to achieve its strategic objectives.*

## SKILLS

**Interpersonal:** Leadership | Cross-Cultural Communication | Relationship Building | Partnership Development | Account Management | Client Service | Conflict Resolution | Mentorship & Coaching | Negotiation

**Expertise:** Full-Cycle Sales Management | Mechanical & Manufacturing Engineering | Brand Development | Strategic Sales Planning | Business Development | Key Account Management | Supply Chain Management | Trend Forecasting | Territory Management | Consultative Sales

**Tools:** Zoho CRM | SAP ERP | Netsuite ERP | QuickBooks | AutoCAD | SolidWorks | CATIA

**Languages:** English (Fluent) | Arabic (Native) | French (Advanced)

## EXPERIENCE

### Supreme Glassworks, Inc.

2018-2023. Sterling, Virginia

Executive Business Manager

- Oversaw all daily operations and B2B relationships for an industrial glass manufacturing and installation firm.
- Obtained commercial & government contracts by leveraging relationships and providing impeccable client service.
- Implemented Lean processes to eliminate manufacturing waste by 30% in FY19 and achieve a 15% increase in revenue.
- Facilitated the organization-wide adoption of SAP ERP to reduce TAKT time by 11%.
- Equipped a team of seven project managers with best practices in ERP, Lean, and change management and cultivated a collaborative & dynamic work environment.

### Advanced Glass Designs, L.L.C.

2015-2018. Washington D.C.

Sales & Marketing Manager

- Achieved construction projects within budget and ahead of schedule by examining blueprints' technical requirements, enforcing OSHA compliance, and upholding quality standards.
- Trained a high-performing sales workforce and equipped team members with expert knowledge of technical products to guide clients to make informed purchases while upselling at every opportunity.
- Pitched services to local & national builders and architects to seize new revenue.

### American Glass & Mirror, Inc,

2013-2015. Washington D.C.

Field Manager

- Spearheaded architectural glass projects valued at 50K to \$1M by overseeing installation teams, exceeding clients' expectations, and coordinating with trusted suppliers.
- Upheld project timelines established by management and harmonized stakeholders to construct curtain walls, storefronts, and glass entrances.

## EDUCATION

### Jack Welch Management Institute

2018-2019. Herndon, Virginia

Master of Business Administration

### George Mason University

2013-2017. Fairfax, Virginia

Bachelor of Science-Mechanical Engineering

### Jaber Ben Hayan Technical High School

2012. Casablanca, Morocco

BAC STM-Sciences and mechanical technologies