

ELIE CHARLES KARAM

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Address: Villa45, Paradise Complex, BARZAN Street, Umm Salal Mohamed, Doha, Qatar.

EDUCATION

2002-2005 **AKU University - Lebanon**
BA in Business - Hotel Management and Tourism

2001-2002 **Lebanese University - Faculty of Law - Lebanon**
Political Science

2000-2001 **College de la SAGESSE – JDEIDEH - Lebanon**
Lebanese Baccalaureate

PROFESSIONAL EXPERIENCE

Aug 2016
till Date **Shaqab Abela Catering Services-Doha-Qatar**
Ras Laffan Industrial City - Gas Project – Subcontractor to Qatar Petroleum (QP)

Director Of Operations

- **Controlling All Business Plans and Strategies of the Company.**
- **Final review and Approval of all Tender submissions.**
- **Decides all Staff related Matters.**
- **Final review and Approval of the quality policy to ensure it meets the company's Objectives.**
- **Controlling all Purchases of the company**
- **Finalization of Contracts with the clients after discussions, reviews and modification if any.**
- **Ensure Staff Amenities and Staff welfare.**
- **Approves Company's quality management system, quality policy and quality objectives for effectiveness and continual improvements.**

- **Annual reviews of company's business status and working out future development strategies.**
- **Chairs Steering committee meetings for continual improvements**
- **To ensure that adequate resources are provided for the successful achievement of the Quality and Food Safety Management System (FSMS) objectives.**
- **Manages and coordinate with Managers and Head of departments. Responsible for the overall direction, coordination, and evaluation of the company**
- **Set yearly budgets**

March 2008-till
July 2016 Shaqab Abela Catering Services-Doha-Qatar
 Ras Laffan Industrial City - Gas Project – Subcontractor to Qatar Petroleum (QP)

Operations Manager

- **Develops and maintains catering operations business plans to include all program requirements, preparing meals, workers performance, and food and service costs**
- **Provides input to the development of food and meals product strategy and research and development of new and emerging products.**
- **Establishes production and quality control standards, develops budget and cost controls, and obtains data regarding types, quantities, specifications, and delivery dates of meals ordered.**
- **Provides guidance to the development of food service, process plan, including personnel requirements, material needs, subcontract requirements, facility needs, and equipment needs.**
- **Ensures all established costs, quality, and delivery commitments are met.**
- **Coordinates catering activities with all other functions of the organization and suppliers to obtain optimum utilization of human resources, machines, and equipment.**
- **Reviews operating reports and directs the resolution of operational, and maintenance problems to ensure minimum costs and prevent operational delays.**
- **Performs administrative activities associated with the effective management of catering operations, including compiling, storing, and retrieving data for reports.**
- **Determines responsibilities of assigned organization and staff positions to accomplish business objectives.**
- **Trains and ensures all assigned employees are aware of and comply with company, and customer policies, procedures, and regulations.**

- Resolves complaints regarding food, accommodations, or service.
- To ensure that the objectives of the defined Quality and Food Safety Management System (FSMS) within the division is fulfilled at all times.

Client: SHELL GTL – 2400 customers

Service type: Catering

Client: Ras Gas BARZAN Project

Main contractor: Japan Gas Company (JGC) – 20000 customers

Service type: Catering, Cleaning, Laundry, Reception & Maintenance

Client: Qatar Gas PMP Project

Main contractor: TECHNIP Chiyoda Joint Venture (TCJV) – 650 customers

Service type: Catering, Cleaning, Laundry, Maintenance, Reception & office service

Client: Qatar Gas PMP Project

Main contractor: DESCON Construction – 2800 customers

Service type: Catering, Cleaning & Laundry

Client: Qatar Gas Helium Project

Main contractor: CAEL – 400 customers

Service type: Catering, Maintenance & office service

Client: Qatar Gas Jetty Boil Off Gas Project

Main contractor: FLUOR Middle East – 2400 customers

Service type: Catering

2010-2012

Client: SHELL - GTL

Main contractor: JGC/KBR (JK) – 3500 customers

Service type: Catering

2009-2011

Client: Hamad Medical Corporation (Hospital)

Main contractor: HMC – Average of 2000 customers

Service type: Catering for 13 different cafeterias

Client: Hastie International – 450 customers

Service type: Catering, Cleaning, Laundry, Reception & Maintenance

Client: COMO Construction – 1200 customers

Service type: Catering, Cleaning, Laundry, Reception & Maintenance

Client: SHELL - GTL

Main contractor: MADINA Group – 600 customers

Service type: Catering, Cleaning, Laundry, Reception & Maintenance

Client: QATAR GAS Extension II

Main contractor: Chiyoda Technip Joint Venture – CTJV – 1000 customers.

Service type: Catering, Cleaning, Laundry, Reception & Maintenance

Client: RAS GAS Extension II
Main contractor: Chiyoda Technip Joint Venture – CTJV – 1500 customers.
Service type: Catering

Client: RAS GAS Extension II
Main contractor: DODSAL Construction – 3200 customers
Service type: Catering, Cleaning & Laundry

Client: TOTAL
Main contractor: Qatar Chemical (QCHEM) – 450 customers.
Service type: Catering and office service.

Client: SHELL - GTL
Main contractor: Al-Jaber Construction – 2800 customers
Service type: Catering

Client: SHELL - GTL
Main contractor: Qatar KENTZ – 1200 customers
Service type: Catering

2008-2011 **Client: SHELL - GTL**
Main contractor: CB&I – 1500 customers.
Service type: Catering, Cleaning, Laundry, Maintenance, Security & office service.

Client: Ras Gas
Main contractor: Fluor Middle East – 6500 customers
Service type: Catering

Client: SHELL - GTL
Main contractor: STRABAG – 1000 customers
Service type: Catering, Cleaning, Laundry & Maintenance

2007-2008 **Shaqab Abela Catering Services-Doha-Qatar**
Ras Laffan Industrial City - Gas Project – Subcontractor to Qatar Petroleum (QP)
Fluor Middle East – Common off plot Project
Client: Ras Gas
Main contractor: Fluor Middle East
Subcontractors: Chicago Bridge & Iron, Nasser Al Hajri, Astaldi, ESS & Sodexho

Jan-Dec **Project Manager**

- **In charge of 146 employees from different nationalities**
- **Ensure proper implementation of ISO 9001:2008 Quality Management System**
- **Feeding 6500 customers from 12 different nationalities (Americans, British, Indian, Filipinos, Arabs, Asians, etc. & 3 categories (Senior, Junior & Worker)**
- **Organizing, monitoring and controlling all logistics related to feeding the same number of people on construction site in a temporary canteen**
- **Attending weekly catering meetings with Fluor Middle East & QP**

2006-2007	Shaqab Abela Catering Services-Doha-Qatar Ras Laffan Industrial City - Gas Project – Subcontractor to Qatar Petroleum (QP) Japan Gas Company (JGC) – Dolphin Project Client: Dolphin Energy Main contractor: JGC Subcontractors: DESCON Engineering, DODSAL Construction & Qatar KENTZ
Jul-Dec	<u>Unit Manager</u> <ul style="list-style-type: none"> ● In charge of 72 employees from different nationalities ● Feeding 1700 people from 14 different nationalities (Japanese, Americans, British, Indians, Filipinos, Arabs, Asians, etc...) & 2 categories (Senior & Junior) ● Plan, operate and control the production and service of meals and other catering requirements. ● Be responsible for the standards of cleanliness and hygiene of premises and equipment. ● Order all food and other commodities required from designated suppliers. ● Control and operate any other catering functions. ● Maintain a log of compliments and complaints and take appropriate action where necessary. ● Ensure that accidents and “near misses” are reported, investigated and the necessary action taken. ● To ensure that the objectives of the defined Quality and Food Safety Management System (FSMS) within the job scope is fulfilled at all times.
2001-2006	Sodexho Catering-Beirut-LEBANON
1 Year	Catering Supervisor University Saint Joseph – <ul style="list-style-type: none"> ● Supervisor of 10 employees (evaluation of their performance) ● Responsible of closing daily and monthly operations ● In charge of customer services ● In charge of all hygiene aspects ● Handling weekly and monthly reports to the operation manager
2 Years	Store Keeper University Saint Joseph – Faculty of Science, CPF & ACS Schools
1 Year	Line Attendant at University Saint Joseph – Faculty of Medicine

SKILLS & CERTIFICATES

Languages: Fluent in Arabic, English and French

Computer Skills: PowerPoint, Excel, Microsoft D365, Microsoft office internet & Outlook and Word.

- Occupational Health and Safety Management System Internal Auditor training. OHSAS 18001:2007 and ISO 19011 from Quality Austria Gulf
- Foundation Certificate in Health & Safety in Work Place (Catering) training from British Safety Standards World
- Food Safety Management Systems Auditor / Lead Auditor training course ISO 22000:2005 and ISO 19011:2002 from MOODY International
- Non-UK Intermediate Certificate in Food Safety training from The Royal Institute of Public Health
- Foundation Certificate in Food Safety training from British Safety Standards World
- Internal Auditor Training for ISO 9001:2008 & ISO 19011:2002 from MOODY International.
- Food Safety Management System Internal Auditor training for ISO 22000:2005 from Quality Austria Gulf
- NEBOSH International General Certificate in Occupational Health and Safety with Distinction.
- NEBOSH Management of International Health and Safety
- NEBOSH Control of International Workplace Hazards
- NEBOSH International Health and Safety Practical Application.
- International Qualification Program Environmental Management 19011 Auditor/Lead Auditor training and ISO 14001 from Quality Austria Gulf
- Defensive Driving (Light Vehicle) Training from SHELL
- PULSE HSE Leadership Program training from TECHNIP
- Basic Life Support / First Aid training from Hamad International
- T Boiset
- H2S
- STCW

PERSONAL INTERESTS

Sports: Football, Basketball, Ping-Pong...

Others: Cooking, Cinema, Reading...