

# NAEL ALKOUZ

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## **Professional Summary**

Over 20 years of operational work experience in procurement, transportation arrangements, inventory control and management, customs clearance and warehouse management in high-volume settings with demonstrated capacity to drive cost savings, optimize logistics networks, and lead cross-functional teams while maintaining adherence to local, national, and international standards.

Competent in data-driven reporting, cycle counting, lean warehousing, and KPI management. ERP-driven inventory control, and multi-stakeholder collaboration. Proficient in MSRP, Cloud ERP and Power BI, with deep logistics and procurement expertise. Proficient in both Arabic and English, with CIPS Level 4 certificate in addition to Supply Chain Management certificate from HUMLOG.

## **Core Competencies & Skills**

Strategic sourcing & supplier performance, procurement & compliance, vendor management, spend analysis & reporting, contract management, sustainable procurement practices, cross-functional coordination (Program Management, Engineering, Finance), supplier negotiations, logistics management, transportation & distribution control, customs clearance, inventory control and End-to-End supply chain flow & optimization, Problem-solving, work Planning and Prioritization, relationship building, computer skills, multitasking, communication skills, time management abilities, adaptability and flexibility, analytical skills, self-motivation, teamwork and collaboration, Cloud ERP.

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## **Professional Experience:**

### **1- Supply Associate UNHCR - Azraq Camp, Jordan | 1<sup>st</sup> June 2014 - 31<sup>st</sup> July 2025**

Served at UNHCR-Jordan with responsibility for all supply activities (Procurement & Logistics) in Azraq Camp, including the following:

#### **A- Procurement:**

- Partnering with Account Holders/User Departments to plan their annual requirements (Preparing the Annual Procurement Plan for the needs of goods and services covering 18 months)
- Conduct market research to ensure procurement decision is strategic
- Analyze the possible risks and their mitigation methods
- Use ERP systems (C-ERP and MSRP) to manage the full procurement cycle.
- Issue tenders (depending on thresholds) to the market to solicit tender response, conduct tender evaluation, prepare submissions to the Committee on Contracts for recommendation of award
- Engage in negotiations before signing contracts and during managing the contract.
- Create Long Term Agreements and Service Contracts.
- Evaluate Purchase Requisitions to ensure that specifications, delivery dates and all other requirements are in order for the obligation of Purchase Orders
- Ensure contracts management and close-up (KPIs and post-delivery reviews, address on-performance, match invoice to services rendered, performance evaluation, payment processing, monitor contracts ceiling and validity).
- Prepare procurement and supply chain reports.
- Provide guidance and advice on UNHCR procurement policies and procedures.
- Apply promoted green procurement standards and carbon-reduction practices (where applicable).

B- Logistics (Warehousing, Transportation, Assets and Customs):

- Oversee national logistics operations for customs, transportation, and warehousing for several high-impact relief initiatives.
- Manage full-cycle logistics operations, from customs clearance to final distribution, to satisfy program requirements and minimize carrying costs, oversee inventory planning and stock control systems.
- Oversee vendor communication, order follow-ups, and timely delivery execution across multiple supply lanes.
- Use ERP systems to manage inventory integrity and conduct cycle counts in a fully compliant manner.
- Oversee cross-border shipment clearance paperwork and transportation delivery schedules.
- Organize the reporting of logistics performance, including KPIs for transport dependability, warehouse cost, delivery time, and stock accuracy.
- Train warehouse and supply chain employees to ensure compliance and operational effectiveness.
- Manage and supervise the hub warehouse for UNHCR Jordan operation.
- Responsible for conducting regular stock verification and reconciliation, ensuring accurate records and making the necessary adjustments in the system.
- Conduct physical verification of Camp assets across warehouses, offices, and camp sites. Confirming that all assets are correctly tagged, recorded in the

asset management system, and aligned with the register in terms of location, custodian, and usage.

- Manage and supervise five (5) supply staff, and forty (40) laborers.

#### Key Achievements:

- Led High value complex procurement contracts (i.e. Energy Projects (medium voltage maintenance, low voltage maintenance, electricity connections for the camp, operational and maintenance services for PV plants in Azraq Camp, wheeling Projects) and infrastructure projects in Azraq camp including the installation of private toilets for all shelters in the camp, ...etc).
- Achieved 30% cost reduction through optimized procurement workflows and supplier negotiations.
- Developed a procurement monitoring system that increased vendor accountability and delivery performance.
- Achieved 18% lower logistics costs, oversaw a region-wide initiative to optimize warehouse space and renegotiated transportation contracts, which improved delivery reliability and reduced logistics costs by 18% annually.
- Enhanced stock reconciliation processes and put in place a cycle counting program, which significantly decreased stock discrepancies and enhanced asset visibility.
- Implemented delivery tracking dashboards and vendor SLAs, which improved service level performance for all logistics partners.
- Managed cross-border logistics and customs for high value aid operations with no discrepancies.

## **2- Material inspection officer UNRWA - Amman, Jordan | 1<sup>st</sup> January 2014 - 31<sup>st</sup> May 2014**

- Ensuring that all goods and materials received or delivered by the agency meet the required quality, quantity, and specification standards.
- Supporting the transparency, accountability, and integrity of UNRWA's procurement, logistics, and asset management processes.
- Carrying out detailed physical inspections of incoming deliveries to confirm that items match the specifications in purchase orders and contracts, including checking product quality, counting items for quantity accuracy, and identifying any damages or discrepancies.
- Verifying all supporting documentation such as delivery notes, invoices, packing lists, certificates of origin, and quality certifications to ensure they meet contractual and regulatory requirements. Discrepancies are documented and flagged for resolution.
- Prepare comprehensive inspection reports highlighting findings, including any nonconformities, and recommend appropriate corrective actions.
- Sharing reports with relevant departments to support timely and informed decision-making.

- Coordinate closely with procurement, warehousing, and logistics teams to facilitate smooth receipt and handling of materials.
- Liaising with suppliers, contractors, and customs representatives as needed to resolve issues or clarify specifications.
- Provide feedback on supplier performance based on inspection outcomes.
- Maintaining detailed and accurate records of all inspection activities and correspondence, ensuring documentation is audit-ready and available for future reference.
- Conduct physical verification of agency assets across warehouses, offices, and operational sites. Confirming that all assets are correctly tagged, recorded in the asset management system, and aligned with the register in terms of location, custodian, and usage.
- Participating in the disposal process for obsolete or damaged assets, verifying compliance with procedures such as auctions, donations, or destruction, ensuring all handovers and disposals are fully documented and archived in line with organizational guidelines.
- Compiling inspection and asset verification reports for submission to supervisors and internal audit units.

**3- Stock control officer (with additional Procurement Officer tasks Assigned) UNRWA - Amman, Jordan | 1<sup>st</sup> August 2010 – 31<sup>st</sup> Dec. 2013**

Served at UNRWA-Jordan as a Stock Control Officer, with responsibility for the following:

- Supporting strategic procurement operations, control, and supply chain performance through efficient stock management, inventory procurement execution, and data integrity.
- Supporting donor compliance, contract and documentation oversight, and contribute to sustainable, risk-aware, and policy-aligned logistics operations across multiple sectors.
- Developing and manage inventory plans based on program consumption trends and operational demand, ensuring optimal stock availability of all inventory items related to Basic Commodities (Flour, Sugar, Rice, Lentils,), General Supplies (Furniture, Stationary, Printed documents, Medical Items,...), Medicines and Vehicles' spare parts.
- Contribute to procurement strategies by preparing purchase orders, coordinating urgent requests, and ensuring seamless integration of supply needs across procurement, logistics, and program units.
- Supporting end-to-end procurement activities, from requisition reviews to contract documentation and compliance verification.
- Monitor purchase orders, liaise with suppliers, and ensure procurement documentation aligns with internal controls, donor requirements, and audit standards.

- Implementing and monitoring standard operating procedures (SOPs) that ensure internal control compliance across procurement and stock operations.
- Investigating discrepancies, propose corrective actions, and participate in audits, helping to mitigate procurement and inventory-related risks.
- Maintaining procurement and inventory records in UNRWA's system and logistics platforms, ensuring timely, accurate data entry for receipts, issues, adjustments, and returns. This enhances transparency, audit readiness, and evidence-based procurement planning.
- Reviewing procurement files and contract documentation for accuracy, completeness, and regulatory compliance.
- Assisting in preparing performance reports and support procedural audits to ensure adherence to procurement guidelines and reduce operational risk.
- Coordinating closely with logistics teams to ensure efficient customs clearance, dispatch planning, and on-time delivery of goods to field sites.
- Supporting emergency logistics and contribute to operational readiness planning.
- Ensuring compliance with health, safety, and quality standards across storage facilities, implementing FIFO/FEFO practices and effective labeling and shelf-life monitoring.
- Collaborating with warehouse staff to optimize layout and inventory traceability.
- Contributing to efficient stock utilization and reduce waste by analyzing consumption trends and supporting cost-effective procurement and replenishment cycles.
- Reducing spoilage and increased accuracy through cycle checks by aligning warehousing procedures with SOPs.

**In addition to the Stock Control Officer I was also assigned to work as a procurement officer, therefore, I was responsible for the following:**

- Receiving, recording, planning and processing approved requests for the purchasing of goods and services. Ensuring the application of the provisions of the Manual of Supply Procedures and related instructions.
- Drafting bid invitations, analyzing bids, recommending most economic procurement source, issuing purchase orders, maintaining accurate and up-to-date records, including bids and offers received from suppliers, ensuring confidentiality of offers, and advising users on expected arrival of supplies.
- Undertaking market research to obtain market information including acceptable suppliers. Advising supervisors on the availability of goods and price trends, and on more economic alternatives available in the local market.
- Following up on deliveries with suppliers and the application of provisions of purchase contract(s).
- Coordinating with warehouse keepers for the expected shipments/local deliveries volume to make sure on space availability.

- Maintaining the Field register of approved suppliers, evaluates performance of local suppliers, and recommending additions or deletion of suppliers as may be justified, and ensuring confidentiality of information.
- Checking suppliers' claims and invoices before they are processed for payment and liaising with finance staff as necessary.
- Preparing submissions, reports, drafts letters, statistics related to procurement.

**4- Supply and Statistical Clerk (Clerk A and Senior Clerk), UNRWA - Amman | June 2005 – August 2010**

- Providing essential logistical and data management support to ensure that schools receive the necessary materials and that reliable statistical information is available to guide educational planning and reporting.
- Responsible for receiving, storing, and distributing educational supplies such as textbooks, stationery, and classroom furniture to schools.
- Maintaining accurate logs of incoming and outgoing materials, track stock levels, and support the preparation of supply requests and delivery schedules.
- Performing regular physical inventory checks to ensure proper stock control.
- Collecting and entering data on school-related indicators including student enrollment, attendance, academic performance, staff numbers, and dropout rates. Also compiling this data into structured reports ensuring that submissions are timely, accurate, and in accordance with internal reporting cycles.
- Tracking performance indicators and identifying patterns in student progress, resource utilization, and school-level outcomes that inform both short-term actions and long-term planning.
- Serve as a key liaison between the department and school administration.
- Maintaining updated files and records.

**5- Health Centre Clerk, UNRWA - Zarqa | August 2004 – June 2005**

- Providing administrative and support function within the health center, facilitating the smooth flow of clinic operations and enhancing the efficiency of healthcare delivery.
- Creating and maintaining updated medical records for each patient and facilitate efficient care delivery.
- Managing both electronic and physical health records, ensuring they are correctly filed, securely stored, and readily accessible when needed by medical staff.
- Strictly uphold patient confidentiality and agency policies related to sensitive health information

- Scheduling appointments for medical consultations, laboratory tests, and follow-up care.
- Closely work with doctors, nurses, and other clinic personnel to manage appointment calendars and ensure a steady and organized patient flow throughout the day.
- Generating statistical summaries and routine reports that support monitoring, planning, and decision-making within the clinic.
- Other duties as maybe assigned

### **Education**

Bachelor of science in computer science  
Yarmouk University - Irbid, Jordan | 1998 – 2002

### **Training Certificates:**

- Level 4 Certificate CIPS 'Diploma in Strategic Public Procurement'
- Certification Programme for Supply Chain Management (CP-SCM)
- Incoterms 2010
- Committees on Contracts Certificate
- Introductory Certificate in Public Procurement
- Introduction to Procurement and supply chain management
- MSRP Supply Chain Support
- Procurement & Inventory Management System Certificate
- Procurement Principles

### **Languages**

- Arabic - native
- English - professional proficiency

### **Personal Information:**

- Date of Birth: 01st May 1980
- Place of Birth: Saudia Arabia
- Nationality: Jordanian
- Current Residency: Jordan – Amman – Shafaa Badran - Salem Al-Zaree Street

### **References:**

- 1- Mr. Muhammad Anjum, Supply Officer – Jordan, Amman  
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- 2- Mr. Mohamed Elgadhafi, Supply Officer- Ukraine, Kyiv  
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3- Mr. Ndiguisssem Njerassem, Supply Officer- Myanmar, Yangon  
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