

FARIS ALAMI

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SUMMARY

Managed growing, successful operations with up to \$5 million in annual revenues by building team environments that emphasize creativity and progression toward a shared vision and common business goal. Give new strategic direction to enterprises that have multigenerational and multicultural composition, with focus on developing options and solving problems to increase productivity, sales, employment retention and customer loyalty. Currently authoring several books on the entrepreneurial spirit, and creating a productive workforce namely through improved employee motivation/retention

PROFICIENCIES

- Trainer
- Public speaker
- Fluent Arabic
- Negotiator
- Organizational Leadership

EXPERIENCE

Managing Director

08/2003 – 1/2009

Integration Systems Management, Inc. (Consulting and Training)

Troy, Michigan

ISM specializes in providing management, operations and marketing technologies to companies operating in a multicultural environment. Business consulting model has been based on three life experiences: a long record of success in running and managing businesses, experience as a staffing manager mastering all aspects of human resources, and a well-honed sense of the requirements to succeed in a global multicultural environment. ISM has a rare strength in being able to design marketing programs that bridge cultural and national boundaries.

ISM clients include companies in the automotive, technology, and healthcare areas, museums, and community colleges. We have guided them successfully to meet a variety of challenges, including:

- Directed geographically dispersed staff to deliver completed projects (an average of 20 %) earlier than scheduled
- Negotiated vendor contracts diplomatically to effect a 50% average reduction in operating cost
- Identified operation concerns and assisted making improvements to yield more than \$40K in savings and retention of 6 employees
- Created robust, user-friendly event planning model that was implemented in collaborative efforts with government agencies, universities, non-profits, and businesses. Spin-off model is now being implemented in surrounding counties

Business Manager and Career Coach

10/2004 – 6/2006

The Bower Company-Express Personnel (Human Resource Outsourcing Firm)

Troy, Michigan

Led the staffing company into new sectors in the industry and created innovative ways to recruit, increasing gross revenue \$400,000 and new contract hours to 25,000. Worked with both companies and job seekers to ensure the best fit for both candidates and clients.

- Networked with civic groups such as Chamber of Commerce, placed ads in web-based forums and created newsletters to attract talent and new clients
- Recruited, interviewed and placed top talent to match clients needs, increasing repeat business by 60%
- Analyzed data and communicated key information to internal stakeholders, which resulted in billable headcount with one client increasing staff from 1 to 15.
- Enhanced office branding efforts by creating 'H-R Best Practices' training seminar series & monthly newsletter
- Searched for talent in nontraditional ways, such as social networking, resulting in cost savings and filling key positions in a shorter time

Area/District Manager

Pure Beauty (Lifestyle Product/Service Retailer)

9/ 2001 – 6/2003

Scottsdale, Arizona

Took a store that ranked 68th out of 70 to 4th spot in less than 6 months. Achieved the highest standard of retention and attraction of top talent, while receiving Achievement Awards for customer satisfaction, sales and operation. Moved on to manage six stores, increasing average sale as well as average units per sale almost 90% and driving the paid membership from 300 a year to 2000 a year.

- Created weekly managers' meeting program, targeting marketing and business discussion that led the entire district to achieve their goals, maintained our customer service brand and satisfaction
- Increased sales by 22% over previous year despite the falling economy and falling mall sales (-7%) by improving efficiency through elimination of non-value tasks and training store staff to be teamwork/customer oriented
- Slashed return of goods rate by achieving outstanding customer relations. Pure Beauty saw a 158% reduction in product returns and an over 13-fold enrollment increase in store membership program due to customer-centric culture created
- Ensured policy and procedure compliance throughout the company by communicating and reinforcing company standards (sales, customer service, visual presentation, operation and merchandise) on the store level
- Fostered teamwork and loyalty among associates; lowered employee turnover by 120% by giving feedback at all times and reinforcing positive behaviors

Area Manager/Multi Department Manager

Macy's/Robinson's May (General Merchandise Retailer)

1/ 2000 – 9/2001

Scottsdale, Arizona

Started as a Brand Manager. Within three months, increased the brand sales 25% despite the fact that the overall store volume had decreased. Promoted to take over a division of six departments, which was recognized for 14 months as the top-performing division of the company ranked on sales, returns, employee retention, loss prevention, new credit applications, and Main Merchandising Idea (floor and stockroom overflow).

- Upgraded organizational capability by recruiting and developing talented managers to fill key positions
- Recruited, trained, scheduled and monitored 35 associates, resulting in higher sales per hour and a 98% retention rate in contrast to a 40% turnover rate store-wide
- Analyzed sales results and performed adjustment to maximize results; increased sales by 25% over previous year
- Planned merchandising according to Main Merchandising Idea, creating a customer friendly environment, and also reaching and exceeding all sales and new accounts goals

Regional Vice President

Pacific International (Corporate Training Center)

8/ 1993 – 1/2000

Phoenix, Arizona

Added 14 offices for the company, trained ten top-10% producers, and increased sales 15-fold. Created tracking systems to measure results for new offices. Managed ad campaign, leased offices, and negotiated contracts in more than seven states. Utilized as the testing ground for the new corporate management training programs which added more than 500 offices nationwide in five years.

- Coordinated and conducted semi-annual training event for 800-1000 executives and provided executive level support to all new managers
- Conducted orientation and training sessions for all new hires (more than 500 individuals a year) including new executives, for all levels of the company, resulted in receiving Outstanding Achievement Award for four consecutive years and outstanding Loyalty and Dedication Award for five years
- Created, implemented and conducted formal training seminars for all management levels to foster company expansion
- Recruited, hired top talent by initiating contacts, placing ads and following up with candidates, then evaluating and mentoring staff, providing needed training and necessary staff changes
- Pinpointed new business and real estate opportunities, resulting in company expansion; opened and monitored 14 new locations in Arizona, California, Florida, Louisiana, Nevada, New Mexico and Oregon
- Developed organization steps that helped new and existing offices track and check their records to ensure that they are balanced productively/financially

Founder and President

Sun Daze Enterprise, Inc. (Clothing Design and Promotions Firm)

1/ 1991 – 8/1993

Tucson, Arizona

Worked with nonprofits designing and printing T-shirts to help them raise funds and awareness of their effort, then worked with top of the line resorts delivering T-shirts to all employees and gift shops. Expanded the company to ship internationally.

- Conceived of, developed and administrated several advertising, distribution and sales support programs, resulting in \$50,000 in revenues
- Organized and put into place new international sales strategy, boosting international sales by \$20,000
- Managed a wide range of applications such as: payroll, sales, budgeting, distribution, invoicing, accounts payable/receivable, and inventory
- Initiated contacts with local upscale resorts, resulting in contracts with La Palma Resort and Vantana Canyon Resort

ACTIVITIES & AWARDS

- Diversity Business Leader Award by Corp! Magazine 2008
- ConnecTech Web of the Year Award for three websites 2008
- Automation Alley Member of the Year Finalist 2008
- Chairman- Automation Alley Profession in Transition 2006 -Present
- Co- Chairman- Automation Alley Employer of Choice Committee 2007-Present
- Chairman- Workplace Leadership Council- Troy Chamber 2006
- Public Relations Champion Global Trade Mission- Automation Alley 2007-Present
- Transfer Advisory Board Director- University of Michigan- Dearborn 2008- Present
- Board of Directors, International Visitors Council 2008- Present
- Mentor to MBA Students at University of Michigan-Ann Arbor 2007-Present
- Mentor for startups at TechTown 2007-Present
- Business Coach at New Enterprise Forum 2007 -Present
- Advisory Board Member at the Center for Transition 2008- Present
- CEO Connect Member- Ann Arbor 2008- Present
- Regional Skills Alliance Advisory Board Member 2008- Present
- Oakland County Regional Advisory Committee 2007 -Present
- International Business Services Advisory Council 2008- Present
- Board Member of Oakland County Employment Diversity Council 2007- Present
- Middle Eastern Culture Advisor- MBC Global 2007 -Present
- Troy Chamber Ambassador of the Quarter 2005 2005
- Pure Beauty Management Standards of Excellence Award (9 months) 2002- 2003
- Macy's Area Manager of the Month Award (14 months) 2000- 2001
- Macy's Dimensional Management Award for improving results through people 2000
- Outstanding Management Achievement Award at Pacific International (5 Years) 1995-2000
- Outstanding Loyalty and Dedication Achievement Award at Pacific International (4Years) 1994-1998

EDUCATION

Associate of General Studies

2006

Oakland Community College, Royal Oak, Michigan.

Associate of Liberal Arts

2006

Oakland Community College, Royal Oak, Michigan.

Computer and Electrical Engineering

2006-Present

University of Michigan, Dearborn, Michigan.

SPECIAL ACHIEVEMENTS

Faris Alami has been able to channel his experience and talent into insights and tools that lead to business success:

- Presented to audiences in small and large settings on cultural sensitivity, intergenerational understanding, organization leadership, motivating your workforce, and understanding the Middle East
- Published numerous articles on topics ranging from communication techniques to intergenerational workforce understanding and creating a happy workforce
- Leveraged personal experience to view various business challenges through lenses of entrepreneurship and operations effectiveness
- Focused strategy meetings with road mapping
- Used educational events to develop branding for a training series on best employment practices for handling workforce diversity
- Envisioned and executed a "Diversity in a Box" Series to build bridges between cultures and people, increasing productivity and improving employee and customer loyalties

SKILLS

Tools: •Microsoft Office Applications •ACT! •Web Application Builder •Mind Manager
Operation Software: •Retail Pro 7.0 •JDA System •AS-400 •QuickBooks

SELECTED REFERENCES

"The Information you brought to the context of our session really added to the richness of the day. The evaluations are tallied and there is no question that this session was a hit."

Chris, Executive Director of Leadership Oakland.

"His (Alami's) presentations are very clear, helpful and engaging with information useful to our profession,' is some of the feedback that we have gotten from our surveys of clients who have attended his workshops."

Celine, Assistant Director of Arab American National Museum.

"Faris Alami made a large contribution to building the culture of our organization. Faris demonstrates a "can-do" attitude, a passion to succeed and is knowledge driven. He has creative ideas and is always thinking "out of the box."

Lauren, Vice President of Operation of Express Services.

"Your Leadership and supervisory skills show your ability to successfully manage your area. Your enthusiasm is outstanding."

Angelo, Senior Vice President of Robinsons May.