

Layla Hassan

Operations Manager | Service delivery and regional teams

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PROFILE

Operations manager with nine years of experience improving multi-site service delivery, supplier performance and frontline team planning across the Gulf region.

SKILLS

Operations planning, supplier management, budgeting, service levels, workforce planning, process improvement, Excel, Power BI

EXPERIENCE

Regional Operations Manager — Crescent Service Group | 2021–Present

- Managed service delivery across 12 sites and a 65-person team, with monthly reviews covering safety, staffing, cost and customer issues.
- Redesigned shift forecasting around seasonal demand and reduced agency staffing hours by 18% over two quarters.
- Introduced supplier scorecards for six critical vendors and raised on-time delivery from 86% to 95%.

Operations Supervisor — Harbor Facilities | 2017–2021

- Prepared weekly performance reports and resolved recurring handover gaps across three shifts.
- Trained 24 team leads on incident logging, escalation and corrective-action follow-up.

SELECTED PROJECTS

Service continuity plan: Documented staffing, supplier and escalation contingencies for 12 locations and led a tabletop exercise with site managers.

EDUCATION

BBA, Operations Management — Example International University, 2017