

Youssef Khoury

Operations & Data Analyst | Power BI | SQL | Excel

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PROFESSIONAL SUMMARY

Operations and data analyst with 3+ years across the full order-to-delivery cycle - suppliers, purchasing, logistics, invoicing and collections - turning operational data into KPIs, dashboards and decisions management acts on. Hands-on with Excel, SQL Server, Power BI and Microsoft Dynamics 365 Business Central. Works from the process outward: understand how the work actually runs, find where it breaks, then build reporting people trust and use.

CORE SKILLS

Analytics & Reporting: Excel dashboards, PivotTables, data cleaning, KPI design, trend analysis, SQL Server, Power BI, DAX fundamentals

Operations: order-to-delivery coordination, purchase orders, supplier coordination, shipping and delivery follow-up, invoicing, payment reconciliation

Projects: project coordination, risk and issue tracking, stakeholder updates, quality follow-up

Systems & Improvement: Microsoft Dynamics 365 Business Central, Xero, process mapping, root-cause analysis, RACI

EXPERIENCE

Alta Light

Jun 2026 - Present

Operations & Projects Lead

Lebanon

- Cut end-to-end order-to-delivery lead time from **2-3 months to 2 weeks**, measured from client order through delivery and sign-off, by mapping the process, tracing recurring delays to **three root causes** and rebuilding supplier follow-up around them.
- Reduced recurring supplier delays after the process mapping, converting the findings into KPI definitions, clear ownership and improvement actions; management adopted 3 of 5 recommendations.
- Run the order-to-delivery cycle for **40+ concurrent orders and projects worth \$1M+** across 20+ local and international suppliers, from quotation approval and purchase order through production, shipping, delivery, invoicing and payment follow-up.
- Manage customer and vendor accounts, sales orders, invoicing, shipments and inventory transactions in Microsoft Dynamics 365 Business Central, keeping order-to-cash data accurate for reporting and audits.
- Built the **Excel dashboard used for weekly operations reviews**, combining order, supplier, delivery, invoice and payment follow-up into a consistent management view that replaced manual status chasing.

Alta Light

Apr 2025 - Jun 2026

Operations Associate

Lebanon

- Coordinated day-to-day order-to-delivery execution across suppliers, purchasing and delivery follow-up, building the operational grounding that led to promotion into the Operations & Projects Lead role.

UPM

Aug 2024 - Feb 2025

Administrator

Lebanon

- Built and maintained an **Excel tracker for 30 client accounts**, covering order status, delivery dates, outstanding balances and next actions.
- Reported delivery timeliness and overdue receivables to management; reconciled delivery and account records against invoices and payments.

SNA

Jan 2024 - Jun 2024

Financial Consultant

Lebanon

- Ran client financial needs assessments and managed policy documentation, underwriting submissions and renewals, keeping client files accurate and audit-ready.

Facilitate International

Apr 2023 - Dec 2023

Project Coordinator

Remote

- Coordinated **500+ construction, maintenance and residential service requests** for US and Canada clients, tracking progress and resolving issues through to completion.
- Maintained delivery quality standards and client status updates across a fully remote workflow, escalating blockers before they affected scheduled completion dates.

FEATURED PROJECT

Portfolio case study (synthetic dataset): Order-to-Delivery Control Tower | Case Study | Full Portfolio

Tech Stack: Power BI, SQL Server, Excel, Power Query, DAX

- Built a **420-order** Power BI decision view with executive, supplier and delivery-risk analysis, plus an Excel control tower with data validation, project health and a prioritized action queue.
- Defined eight KPIs covering order value, gross margin, on-time delivery, lead time and receivables; connected findings to a delayed-value figure of **\$9.3M** and 45.7% delayed-value concentration.

EDUCATION & CERTIFICATIONS

Matn University College

2020 - 2024

Bachelor of Business in Management Information Systems

Lebanon

- **Microsoft Power BI Data Analyst Professional Certificate** - Microsoft | Aug 2026
- **Microsoft Business Analyst Professional Certificate** - Microsoft | Jun 2026

LANGUAGES

Arabic (native) | English (professional working proficiency) | French (professional working proficiency)