

PAUL ISKANDER.

OPERATIONS & SOURCING



Packaging & materials

Supplier relationships

A background in design

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Sales Operations Manager with experience across estimating, supplier negotiation, material sourcing, product development, and production coordination. Background in graphic communications and eCommerce, bringing technical knowledge and a creative perspective to packaging operations.

01 PROFESSIONAL EXPERIENCE

SupremeX Inc.

May 2016 – Present

Sales Operations Manager

Jan 2023 – Present

- Lead estimating, customer service, sourcing, and production scheduling from quote to delivery.
- Validate manufacturing feasibility and maintain estimating and pricing models to protect margins.
- Direct material sourcing and structural-design review; negotiate supplier pricing and coordinate supply.
- Partner with the VP and GM on performance, growth, and resource planning.

Procurement & Product Development Manager

May 2021 – Jan 2023

- Led sourcing and packaging product development; built supplier relationships and assessed value and quality.
- Coordinated development between internal teams and suppliers, including press approvals.

eCommerce Packaging Buyer

Jan 2018 – May 2021

- Sourced vendors, negotiated pricing, and identified cost-saving and alternative-sourcing opportunities.
- Provided technical support to sales and customer service and participated in key customer meetings.

Marketing & Products Specialist

Aug 2017 – Jan 2018

- Planned print and email marketing initiatives; supported multinational accounts and cross-selling across divisions.

Technical Customer Service Representative

May 2016 – Aug 2017

- Supported customers by phone, email, and chat; coordinated production priorities and schedules across departments and vendors.



02 EARLIER EXPERIENCE

Printphics Inc.

2014 – 2015

eCommerce Manager / Webmaster & Graphic Designer

Initiated a storefront and eCommerce strategy refresh that increased online revenue by 210%.

Paul Designs

2010 – 2014

Freelance Designer

Designed and built websites, graphics, and brand identities for a diverse client base.

03 EDUCATION & DEVELOPMENT

Bachelor of Technology, Graphic Communications Management

Ryerson University | 2013 – 2017

Harvard Business School Online

Transforming Customer Experiences | 2026

Certificate of Specialization in Leadership and Management | 2023

Leadership, Ethics, and Corporate Accountability (2023)

Management Essentials (2022)

Negotiation Mastery (2021)

Wharton Online | Leadership in the 21st Century | 2021

04 CERTIFICATIONS

The Psychology of Negotiation: How to Find Elegant Trades – Yale University | Coursera (2026)

Behavioral Finance – Duke University (2026)

Corrugated Containers – The Packaging School (2021)

Pressure Sensitive Labels 101 – The Packaging School (2021)

Paperboard Cartons – The Packaging School (2020)

05 SKILLS & LANGUAGES

Operations: Strategic sourcing, vendor negotiation, estimating, pricing strategy, product development, production planning, and customer experience.

Tools: Microsoft Dynamics, Microsoft Office, Adobe Creative Suite, HTML and CSS.

Languages: English and Arabic: native or bilingual proficiency.