PAUL ISKANDER.

OPERATIONS & SOURCING



Packaging & materials | Sourcing & negotiation | Print & design

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Sales Operations Manager with more than 10 years at SupremeX across technical customer service, packaging procurement, product development, and operations. Experience includes estimating and pricing, supplier negotiation, material sourcing, manufacturing feasibility, and production scheduling. A background in graphic communications and design informs a practical understanding of packaging, print, and production.

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.
- Oversee material sourcing and structural-design review, negotiate supplier pricing, and coordinate supply with production requirements.
- Partner with the VP and GM on performance, growth, and resource planning.

Procurement & Product Development Manager

May 2021 - Jan 2023

- Led packaging sourcing and product development. Developed supplier relationships and evaluated sourcing options for cost 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

- Provided technical customer support and coordinated production priorities across internal teams and vendors.

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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 CERTIFICATES & PROFESSIONAL DEVELOPMENT

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

Technical: Manufacturing feasibility, structural-design review, estimating, and packaging development.

Operations: Strategic sourcing, supplier negotiation, pricing strategy, production scheduling, and customer experience.

Business systems: Microsoft Dynamics, Microsoft Excel, and Microsoft Office.

Creative & digital: Graphic design, Adobe Creative Suite, HTML and CSS.

Languages: English and Arabic: native or bilingual proficiency.