

AHMAD HOTEIT

Beirut, Lebanon
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OBJECTIVE

A goal-oriented business administrator with progressive experience as an operation coordinator for more than four years showing outstanding time management skills and good communication abilities.

PERSONAL DETAILS

- Date of Birth : 11/12/1997
- Marital Status : Single
- Nationality : Lebanese

EXPERIENCE

- **Red Delivery, Beirut, Lebanon**
November 2020 - Present
Operations Supervisor
 - Follow up on assigned orders with phone calls to Stores, Clients, and Drivers to ensure orders are received and being processed without any issues.
 - Collaborate with sales professionals to understand customer needs and specific requirements, customize delivery needs and provide sales people with tools like pricing sheets and product information and specs.
 - Communicate with customers to get feedback that can be used in improving processes and customer service; assist in solving problems.
 - Prepare reports that include sales data, financial activity, performance outcomes, goal achievement and overall productivity to present to executive management.
 - Oversee general administrative work including planning meetings, making phone calls and distributing scheduling and job assignments.
 - Manage daily cash with delivery fleet.
 - Handle and report daily issues with Drivers, including attendance, discipline, compensation.
- **Red Taxi, Beirut, Lebanon**
September 2019 - November 2020
Fleet Dispatcher
 - Handle customer/driver complaints and take prompt action on the spot.
 - Plan and manage staging zones.
 - Directs drivers through radio and phone contacts.
 - Authority to ban or penalize a driver if found suitable.
 - Daily detailed report to higher management at the end of each shift.
- **Allo Transport, Beirut, Lebanon**
December 2017 - June 2019
Fleet Dispatcher
 - Received and answered emergency and non-emergency calls from drivers.
 - Received and dispatched orders.
 - Assessed situation and prioritized calls.
 - Oversaw the route of drivers and tracked the pick-up/drop-off process.
 - Proactively addressed problems and suggested solutions.
- **Allo Transport, Beirut, Lebanon**
January 2016 - December 2017
Call Center Reservation Agent
 - Answer phone calls.
 - Establishes reservations by obtaining the needed information from the clients
 - Sell additional services.
 - Prepare reports and data entry.
 - Receive customer's complaints and solve their problems.

EDUCATION

- **American University Of Science & Technology**
2020 - Present
Master's in Digital Marketing
- **American University Of Science & Technology**
June 2019
B.S in Business Management & Administration
- **College Elysee**
June 2015
Lebanese Official Bacc. 2 With Emphasis on S.E

SKILLS

- Leadership
- Problem Solving
- Communication & Negotiation
- Delegation & Time Management
- Networking

ACHIEVEMENTS & AWARDS

- Best Sales Performance Award Presented by Allo Transport Management For The Year Of 2016

LANGUAGE

- English (Fluent)
- French (Intermediate)
- Arabic (Native)