

Nour Ghandour

- # Place and Date of Birth : Kuwait; 27 / June / 1985
- # Nationality: Lebanese
- # Marital Status: Single
- # Gender: Female

Objective

Seeking a challenging managerial position at your esteemed organization that offers opportunities for advancement in the purpose of enhancing my practical knowledge and applying my education and skills.
In addition, my experience in retail field, along with my academic background in Business will be of a great help.

Education

- # Feb 2019 **Accounting and Auditing**
Pro-Training Center Beirut, Lebanon
- # Jan 2017- July 2017 **IATA Certificate**
Lebanese Forwarder's Syndicate Beirut, Lebanon
- # Year 2012-2013 **CIFFA Certificate Level & Advanced CIFFA Certificate level & FIATA Freight forwarding Diploma**
Beirut Travel Academy(B.A.T.S) Beirut, Lebanon
- # Year 2010- 2011 **French Language- Level 2**
Centre Culturelle de l'Ambassade de France (CCF) Beirut, Lebanon
- # Year 2003-2006 **BA in BANKING & FINANCE (with Honor)**
Lebanese International University Beirut, Lebanon
- # Year 2001-2002 **Baccalaureate II Diploma (Socio & Economics)**
Bshamoun Official Secondary School Beirut, Lebanon

Computer & Communication Skills

- # Excellent working knowledge of computer Microsoft Office programs (Word, Excel, PowerPoint, Outlook)
- # Fluent in Arabic & English languages (Written & Spoken)
- # Additional Skills & Capabilities;
 - Innovative & resourceful
 - Strong organizational, analytical, & documentation skills
 - Excellent troubleshooting skills
 - Excellent public relations
 - Persuasive skills in business
 - Excellent communication skills

- Attended a seminar “***Making Presentations***” for Business Management certified by ***Sagesse University – Faculty of Hospitality Management*** – (April-2013)
- Attended a seminar “***Business Planning & Marketing Strategies***” for Business Management certified by ***Sagesse University – Faculty of Hospitality Management*** – (10-April-2013)
- Attended a seminar “***Applied Business Cases***” for Business Management certified by ***Sagesse University – Faculty of Hospitality Management*** – (28- Nov-2012)

Previous Employment History

■ June 2008 – April 2019 ***Ghorayeb Int’l Freight Forwarding Co - Lebanon***

❖ **Position: Operation & Customer Service Manager – (2011 – 2019)**

Duties Include:

- Supervision for the whole operational procedure (Sea/Land/Air freights), employees & transactions
- Accomplishing cooperation agreements with abroad agents
- Following up closely accounting issues and reconciliations with clients and agents (invoicing, costing, payments...)
- Reporting quarterly the evaluation of staff members and branch offices to superior management related to the overall activities (problems, staff, new opportunities...)
- Responsible for branch offices in terms of decision making
- Supervising branch offices of Ghorayeb (including financial issues)
- Pricing local & foreign projects (like in Afghanistan, Iraq, Juba & others)
- Studying new projects in difficult destinations like Iraq, Afghanistan, African countries & others
- Looking for new business & ideas that can improve company’s & employees’ performance
- Corresponding with reputed companies, internationally, mainly construction/contracting companies
- Supervising all related cross trade issues
- Handling customer claims
- Visiting customer to establish strong business relationship & gaining confidence
- Securing business or increase the existing business.
- Maintain client relations & satisfy any customer concerns
- Traveling looking for new deals internationally & for public relations

Abroad Tasks:

- ❖ Regular business travels to GIFCO branch offices (Afghanistan, Pakistan, Juba, Cairo and Dubai) in the purpose of :
 - Training employees on regular basis, and evaluating their and the overall job performance.
 - Meeting international construction companies operating & improving business relations.

- Meeting agents & negotiating rates & establishing better cooperation

In addition to the above, travelling on regular basis to meet customers, and look for new markets & opportunities to improve the business.

❖ **Position: Head of Operations – Offshore Department (2008 – 2011)**

Duties Include:

- Handling the operation processes for the cross department
- Local follow ups & operation (emailing, quotations, invoicing, telecommunications, proper documentation etc...)
- Internal Sales efforts and direct contact with customers
- Updating best current freight market rates
- Reporting customers with their shipments on weekly basis
- Maintain client relations & satisfy any customer concerns
- Carry out accounting functions

📅 **June 2007- May 2008**

IFFCO Shipping Company

❖ **Position: Ocean/Air Freight Coordinator**

Duties Include:

- Coordinating with overseas agents for shipping procedures
- Booking shipments with various carriers, following the market rate study
- Internal Sales efforts and direct contact with customers
- Import Department (All Countries; Fareast, Europe, America ...)
- FCL & LCL Shpts (through forwarders & consolidating our own containers)
- Follow up Cross & Airfreight Shipments

📅 **March 2007** Experienced a training program at the ***ARAB BANK p.l.c***

📅 **Year 2003-2006** ***Golden Nuts Roastery (Salesperson & Cashier)***

Interests & Hobbies

- 📅 Listening to Music & Dancing
- 📅 Sports
- 📅 Solving puzzles & mental activities

References

- 📅 Available Upon Request