

HANADY E. MANSOUR
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EDUCATION

- **American University of Beirut (AUB), Lebanon** 2013 – 2016
BBA: Business Administration, emphasis in Entrepreneurship
- **Saint Joseph School, Kornet Chehwan** 1998 – 2013
Lebanese Baccalaureate II (Life Science section)

EXPERIENCE

- **Tourism & Shipping Services (Hapag-Lloyd)** Jan 2017 – Present
Logistics Coordinator (Import dept. – Area: Europe, Africa and America Continent)
 - Negotiating rate structures and sales
 - Introducing new customer programs and products
 - Arranging shipments with dispatch carriers while maintaining communication with customers regarding shipment dates, methods, status, and other issues
 - Collecting and analyzing service issues, benchmarking rates, checking services offered by competition to develop clear reports to present to management
- **Maersk Line Beirut, Lebanon** Aug – Dec 2016
Logistics Customer Service Representative (Temp)
 - Basic bookkeeping skills; maintaining and filing all records of payments and invoices at front desk
 - Managing customer accounts
 - Customer support
- **CMA CGM Beirut, Lebanon** Jun – Jul 2015
Internship
 - Rotating between all departments; spent a week at every department learning its function and procedures the first month
 - Handling back office work such as creating bookings, filing SQs, writing freight notes, sending quotations

EXTRACURRICULAR ACTIVITIES

- **American University of Beirut (AUB) Clubs** 2013 – 2016
 - Member of Net Impact
- **Scout Member at Group Saint Joseph School** 2003 – 2011

QUALIFICATIONS

- **Personal:** Good communication and analytical skills, Team player, Good research and writing skills, Adaptable
- **Computer Skills:** Microsoft Office, Visual Basic for Applications (VBA), SQL, Solver, MegaStat, Photoshop
- **Language:** Fluent in Arabic, English, and French