



FREDDY MOAWAD

PROFILE

A dedicated, steadfast import export coordinator, forming and maintaining relationships with salespeople, retailers, distributors, and individual clients from a wide range of industries. Also proficient in preparing and confirming orders, arranging shipments and handling billing, pricing, and invoicing issues.

Multi-talented with good communication skills enabling ongoing relationships with national and international clients.

Seeking a position to utilize my skills and abilities.

PERSONAL DATA

Date of birth: 28 June 1996

Address:

903A St-George church Str.

Bsalim, El Metn

Lebanon

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EXPERIENCE

Office Manager

Safina International SARL | November 2015 – Present

Main duties performed:

- Overseeing smooth and efficient running of all aspects of the office.
- Entrusted to company bank accounts and handling monthly balance sheet.
- Assisting in the coordination of all recruitment activity.
- Establishing stationary and other supplies for the office.
- Overseeing the payroll function on a monthly basis to ensure it is complete, accurate, and timely.
- Supervising employees, delegating work and assigning tasks.
- Identifying the training and development needs of staff.
- Implementing company policies and ensuring employee compliance.
- Recommending changes in office practices and procedures.
- Arranging domestic and international shipments.
- Preparing and tracking client shipments.
- Maintaining ongoing communication with clients.
- Confirming all shipping details before allowing shipment to leave the facility.
- Maintaining ongoing tracking information from shipment to delivery.
- Coordinating with clients and shippers to ensure continuity with shipping details.
- Providing efficient delivery logistics.
- Maintaining and updating the database for all shipments, deliveries, and returns.
- Coordinating oversees with customs agents for clearance.
- Verifying the accuracy of import and export inventories.
- Ensuring that all shipments are correctly classified.
- Maintaining an effective data management system to track all shipments and deliveries.
- Addressing any issues with late or missing shipments or expected deliveries.
- Resolving customer's complaints in a timely manner.
- Checking the accuracy of invoices from customer's brokers.
- Preparing all required customs and air freight documentation.
- Registering packages with government agencies when required.
- Responsible for collecting and preparing the necessary paperwork for various import and export activities.
- Translating foreign language documents into English.
- Coordinating with the logistics department and scheduling shipments.
- Answering overseas calls and handled queries in several languages.
- Preparing inventory and sales reports.
- Handling postal services.

Collection Officer

Property Masters Group SAL | May 2015 – October 2015
(Promoted after holding a position of CMMS Operator)

Main duties performed:

- Responsible for calling clients and getting results.
- Responsible for taking on new personal credit clients and initiating contact.
- Assisted in opening new client files and adding updates as needed.
- Set daily repayment amount goals.
- Kept company and department goals in line each month but setting up payment and setting up forbearance agreements over the phone.
- Assisted in updating a daily call spreadsheet that was submitted to management.
- Assisted in maintaining corporate client files and adding updates as required.
- Assisted in updating all business collections files on a daily basis and submitting any change reports to management.
- Prepared a detailed spreadsheet for every project pertaining monthly installments, names of clients involved and due dates.
- Prepared and sent collection letters to clients as a reminder for payments.
- Part of a team that helped to rewrite the company phone scripts.
- Reviewed accounts to classify delinquent and non-delinquent accounts.
- Initiated legal action against longtime debtors and defaulters not consenting to company request for settlement.

CMMS Operator (Data Entry)

Maintenance Management Group SAL | October 2014 – April 2015

Main duties performed:

- Dealt with customers and clients via email and telephone.
- Manual entered and verified customer records and orders.
- Assisted with the investigation and rectification of system errors.
- Data input and manipulation in Microsoft Excel spreadsheets.
- Ensured that data protection act is adhered to at all times.
- Ensured the safety and security of the company's data system.

EXPERIENCE

- Ensured the safety and security of the company's data system.
- Carried out various administration tasks (filing, printing, scanning, etc.)
- Converting raw data into useful information.
- Creating reports for management.
- Ensured all the information on the system is accurate and up-to-date.

Electrician Assistant

PROMELEC | June 2011 – September 2011

Cashier & Customer Service

O & C The Fresh Market | June 2012 – September 2012

EDUCATION

The Open University – United Kingdom

Bachelor of Business Studies with Finance | 2014-2018

Arab Open University - Beirut, Lebanon

B.Sc. Business Studies with Finance | 2014-2018

Lycee Secondaire Officiel de General Jamil Lahoud

Lebanese Baccalaureate-Social and Economics Sciences | 2014

Ecole St-Georges Bsalim - Lebanon

Lebanese Brevet Diploma | 2011

CERTIFICATIONS

Time Management – MMG SAL

Communication Skills – MMG SAL

Professional Diploma in Adobe Photoshop

LANGUAGES

English | Fluent (Spoken, written and read)

French | Fluent (Spoken, written and read)

Arabic | Fluent (Spoken, written and read)

TECHNICAL SKILLS

- **PIMSWARE**
- **SAGE 50 COMPLETE ACCOUNTING**
- **FASTFREIGHT IMPORT/EXPORT**
- **MICROSOFT EXCEL**
- **MICROSOFT ACCESS**
- **MICROSOFT OUTLOOK**
- **MICROSOFT WORD**
- **MICROSFT POWERPOINT**
- **ADOBE PHOTOSHOP**
- **WISECLOUD**

INTERESTS & ACTIVITIES

My main hobby is swimming. I also have interest in basketball and Ping-Pong. In addition, I enjoy reading all sorts of tech news and discovering new technologies. Plus, I make sure I'm always up-to-date in the movies industry by watching the latest movies.

I have a wide knowledge of table manners and all "Savoir-Vivre" rules, and I apply it in my everyday life.

REFERENCES

Available upon request