

Ibrahim Houssami  
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### ❖ **Summary:**

- Operations Coordinator with 5+ years of experience. Understands how to plan, track and report achievement of operational goals.  
Experienced as an operations coordinator and staff manager (LEO Digital Press) and as a dispatcher in (Allo Taxi)

### ❖ **Professional Skills:**

- Time management
- Team player
- Self starter
- Outlook (Calendar management; Appointments)
- Excel (pricing formulas and schedules)

### ❖ **Education:**

- **Masters Degree in Business Management**  
**Arts, Sciences and Technology University in Lebanon (AUL),** Beirut, Lebanon. *October, 2018 – July, 2020*
- **Bachelors Degree in Business Management**  
**Arts, Sciences and Technology University in Lebanon (AUL),** Beirut, Lebanon. *September, 2013 – September, 2017*
- **BT in Accounting**  
**CIS College, Khaldeh, Lebanon**  
*Sept 2010 – Aug2013*

## ❖ **Employment History:**

### ❖ **Operations Coordinator and Installation Department Manager**

**LEO Digital Press, Sin el Fil, Beirut**

Sept. 2017 – Aug. 2019

- Managing a team of 20 persons (installation team).
- Assign tasks to individuals and departments.
- Identify operational issues to address them
- Contact customers before sending the team to avoid any conflicts that may occur.
- Divide tasks appropriately according to departments
- Reports daily to the higher management.
- Daily meeting with the management team to keep them updated with the work flow.
- In contact directly with the client service, design and printing departments to make sure the job is ready to be delivered or installed on time as scheduled.
- Send a detailed schedule daily by email to the management team to keep everything clear to them and to help us with investigating any issue that may occurs later.

### ❖ **Dispatcher**

**Allo Taxi, Sin el Fil, Beirut**

November, 2015 – September, 2017

- Solve daily drivers' issues.
- Handle customer/driver complaints and take prompt action on the spot.
- Investigate any customer/driver problem using proper technique.
- Report complaints to higher management with the actions and steps taken.
- Authority to ban or penalize a driver if found suitable.
- Daily detailed report to higher management at the end of every shift

### ❖ **Online Booking Coordinator**

**Allo Taxi, Sin el Fil, Beirut**

September, 2014 – November, 2015

- Answer customer's calls and create taxi bookings.
- Handle customer complaints and report to hire management.

❖ **Store Manager**

**El-Houssami Store (Family Business),** Aramoun, Beirut

*June 2011 - July 2014*

- Visual Merchandising; designing and setting up commercial displays to encourage buyers
- Marketing through social media.
- Managing Staff.
- Inventory Control.
- Customer Service

❖ **Languages:**

- Fluent English & Arabic