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BEIRUT – LEBANON

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CHERINE GABRIEL GHORAYEB

OBJECTIVE

My primary objective is a suitable position where I can enlarge my Experience in logistics and transportation & share my acquired knowledge in achieving company's growth and development.

Seeking a logistics specialist position in your esteemed company to contribute accrued expertise in charting a mutual growth path.

PERSONAL INFORMATION

Nationality: Lebanese / Armenian

Date of Birth: 03/09/1985

Gender: Female

Marital Status: Married

QUALIFICATIONS

- Excellent understanding of the freight industry.
- Strong Team player and always motivated.
- Well developed communications & negotiations skills (written & oral)
- Ability to work independently, decision maker , ability to communicate and work well with all people at all levels.
- Extremely proactive and committed, able to work under pressure.
- Ability to solve problems smoothly without disappointing the customer.

WORK EXPERIENCE

Fom April 2016 till
Date

- **Logistics Coordinator / Operation Executive & Customer Service Specialist**
At “ UFL / Universal Freight Logistics . Beirut – Lebanon.

- Handling & Monitoring all import & export shipments for both AIR & SEA freight, plus check all the documents to have a smooth clearance and deliver to end customer.
- Handling CROSS shipments as well for AIR & SEA Freight & following up the documentations required for each destination.
- Coordinating & Negotiating best rates with Shipping Lines & Coloaders for Both FCL & LCL shipments & arranging selling rate to client.
- Follow up the shipment with origin & send regular update on shipment status to consignee.

From April 2014 –
December 2014

- **Logistics Coordinator / Customer Service specialist**
At “DHL Global Forwarding Qatar (DGF QA) “-
Al Mansoura , Doha – Qatar.

- Plan, Execute & monitor shipments till POD for both Air & Sea shipments.
- Receive booking & confirm Pick up instruction with customer.
- Proactively and Politely update customer with status of shipment
- Communicate on daily basis with the shipping lines to get the arrival notices on time to avoid any delay in Delivery Order issuance.
- Handling all the LCL shipments plus issuing the manifest and coordination with the liner for D/O issuance also handling the cost and selling issues on all the LCL ocean shipments.
- Handling the Ocean Clearance of my accounts & Familiar with the single window system (it is an online customs system used in Qatar.)
- Handling the billing process , get the cost from origin and issue the invoice to end customer and ensure to be dispatched on time.
- Acting as Key Account for many VIP customer as : Kone Elevators, Dareen International , Baker Hughes... with weekly & Daily reports on their shipments.
- Handling Dangerous Goods Shipment , and arranging documents for EPC and Port Approval.
- Handling all DDP & DDU Shipments for both AIR & SEA freights.
- Arrange all the required documents and present them to the clearing agent and keep on monitoring with them to finalize and deliver the goods within 3 days , also monitor the transportation procedure with the transporters.

From June 2010 –
March 2014

- **Operation Executives / Customer Service at “DHL Global Forwarding Lebanon (DGF LB)” – Saifi , Beirut – Lebanon.**
 - Handling the Sea freight shipments from the time of receiving the booking until releasing delivery order to clients.
 - Proactively and Politely update customer with status of shipment & solving their daily operational claims if any.
 - Explore new business opportunity with existing customers & try to sell local service like Clearance, Insurance, warehousing or any other new product implemented.
 - Handling the billing process , get the cost from origin and issue the invoice to end customer and ensure to be dispatched on time.

From June 2009 – May
2010

- **Operations Executives/ Customer Service
At “ Ultra Maritime Services S.A.R.L “ Saifi – Lebanon**
 - Follow up on shipments.
 - Coordinate with liners & co -loaders to get respective quotations.
 - Sell the customer sometimes when the sales person is out of office.

July 2007

- **Internship in Banque de L’Industrie et du Travail, July 2007**

EDUCATION

- **B.S. in Business Administration – Finance**
American University of Science and Technology, Lebanon, An affiliate to the State University of New York, New York, USA
Graduated July 2009**Major and additional courses:** (economics – international business – marketing – management – accounting – finance...)
- **Lebanese Official Bacc. II, Economics/Sociology**
College des frères Sacré-Coeur, Gemayzeh - Beirut 2005

COMPUTER SKILLS

- Microsoft office (MS Word, Excel, PowerPoint)
- Outlook, Logis Program (used in DHL Network).
- Excellent skills in Web researches and studies

LANGUAGES

Fluent in English, French, and Arabic.

Armenian spoken only.

ACTIVITIES AND HOBBIES

Reading: (business related topics, social and psychology),

Swimming – Music – Dancing – Travelling.

REFERENCES

Available upon request