Elfadel Salameh

Management information systems

6 Years

I am a Management Information Systems graduate with 6 years of experience in Container terminal operations, Logistics and Customer service. I am a dedicated and hard working individual , I always strive to develop my capabilities , increase my knowledge and invest my energies in the field of work.

Expertise

- Container Operations
- Vessel operations
- Container yard operations
- Logistics
- Customer service
- Port operating system

Skills

- Negotiation skills
- Leadership
- Professionalism
- Critical thinking
- Management
- Teamwork

Email
elfadelsalameh_96@hotmail.com

LinkedIn
linkedin.com/in/elfadel-salameh-778473145

Mobile
+9613586739

WhatsApp
QR

Contact info

Name: Elfadel Salameh
Father name: Abbas
Mother name: Khadija
Current address: Beirut /chiyah
Date of birth: 22/08/1996
Nationality: Lebanese
Marital status: Married
Phone: +9613586739

Education

Currently: LIU University 06/2022

Graduating MBA in Management Information Systems

2020: LIU University

BA in Management Information Systems

Languages

Arabic

English

- Additional info and related documents are available upon request.

Work Experience

Customer service coordinator : CMA Beirut Terminal (Currently)

- Ensure the proper functioning of full and empty containers receipt and delivery operation according to the required KPI .
- Ensure the proper execution of Customs Clearing agent's requests.
- Provide assistance and guidance to external truckers and Clients and follow up on their complaints on daily basis.
- Insure that all vessels are meeting the required KPI and windows deadlines and highlight any issues to the Management
- Evaluate the operational performance and report any failure or suggestions to the Operations department management directly in order to take action for better service.
- Build and maintain strong customer relationship with clients through meetings and communications
- Prepare Daily accurate reports for upper management concerning overall work performance and customer satisfaction

Customer service coordinator : Beirut Container Terminal Consortium (An IPM Company) - (2018-2022)

- Ensure the proper functioning of full and empty containers receipt and delivery operation according to the required KPI.
- Ensure the proper execution of Customs Clearing agent's requests.
- Provide assistance and guidance to external truckers and Clients and follow up on their complaints on daily basis.
- Insure that all vessels are meeting the required KPI and windows deadlines and highlight any issues to the Management
- Evaluate the operational performance and report any failure or suggestions to the Operations department management directly in order to take action for better service.
- Build and maintain strong customer relationship with clients through meetings and communications
- Prepare Daily accurate reports for upper management concerning overall work performance and customer satisfaction

Logistics officer : Beirut Container Terminal Consortium (An IPM Company) – (2017-2018)

- Receive clients orders and process it to respective departments for planning and execution
- Create full and empty containers delivery order.
- Prepare Daily accurate reports for upper management

Container vessel Clerk: Beirut Container Terminal Consortium (An IPM Company) - (2016-2017)

- Monitor, control and manage vessel operation by Providing directions and guidance to internal teams to Ensure the proper execution of vessel Load / Discharge plan and achieve the required performance targets.
- Create records of Loaded / Discharged containers and related seal numbers

Training

- Advanced Vessel planning training
- Advanced Yard planning training
- Advanced Control room operator training

Certificates

- Portia Management Services Limited – Basic Yard and Vessels Planning

- OHSAS 18001 Lead Implementer – Health and Safety Certification