

Diana Shawki Kaiss

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02/12/1998

PERSONAL PROFILE

Enthusiastic individual with experience in different fields, throughout the years I was able to meet and exceed all assigned goals. Known for my great team spirit, my outstanding communication skills I seek to further expand the customer's experience by implementing effective business strategies. Currently seeking a job opportunity where I can further expand my skills and grow on a personal level in a reputable organization.

WORK EXPERIENCE

Commercial Analyst

CMA CGM GBS, Beirut – Lebanon

March 2023 – August 2023

- Preparation of Multiple Trade Bids (compilation of Rates, Surcharges, Boilerplate and Qualitative Issues) within the guidelines of the applicable regulatory bodies and APL standard processes and guidelines using the Web Tender Tool (WTT) as a primary tool.
- Ensure timely and accurate creation of WTT Working file for the use of Trade Pricing to input its rate response.
- Ensure understanding of the WTT Surcharge tab to be able to correctly interpret the intent of Trade Pricing for surcharges and other terms.
- Ensure timely and accurate submission of the bid to Sales, upload of the bid to an online portal designated by the account.
- Ensure timely and accurate submission of customer-specific rate spreadsheets for large accounts either on conventional Excel document or via an internet bid portal commissioned by the account for account's purpose only, such as GT Nexus.
- Assist other team members as needed to complete any bid. · Resolve conflicts between the customer's bid requirements and APL's internal pricing policies or business practices.

Waitress

Bar Tartine Restaurant, Beirut – Lebanon

2019 – Present

Pizza Co. Restaurant, Beirut – Lebanon

2019

- Greet and escort customers to their tables, present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Prepare tables by setting up linens, silverware and glasses
- Inform customers about the day's specials and offer menu recommendations upon request
- Communicate order details to the Kitchen Staff
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Arrange table settings and maintain a tidy dining area
- Deliver checks and collect bill payments
- Follow all relevant health department regulations
- Provide excellent customer service to guests

Cashier

Bar Tartine Restaurant, Beirut – Lebanon

2019

- Collect payments whether in cash or credit
- Issue receipts, refunds, change or tickets
- Resolve customer complaints, guide them and provide relevant information
- Greet customers when entering or leaving the store
- Track transactions on balance sheets and report any discrepancies

Sales Assistant and Sales Support*La Senza*

2019

Zara, ABC Ashrafieh – Beirut

2018 – 2019

Sales Promoter*Merlun Group – Beirut, Lebanon*

2017 – 2018

EDUCATION HISTORY

Bachelor Degree in Financial Engineer*Sagesse University – Furn El Chebak, Lebanon***Lebanese Baccalaureate Degree***Marjeyoun National College – Lebanon***VOLUNTEERING**

Volunteer at Hasbani River Association

2017

International RedCross Volunteer (ICRC)

2017

RedCross Volunteer (Emergency Medical Service)

2016

RedCross Volunteer (Youth Department)

2013

SKILLS AND QUALIFICATIONS

- Great Communication skills
- Team Player and multi-tasking skills
- Managerial and Problem solving skills
- Enthusiastic and Energetic
- Fast learner
- Linguistic skills: Arabic – English (Fluent)
- Computer skills: Microsoft Office (Word, Excel, Powerpoint)...