

# GEORGES HNEINE

## PROFILE

Motivated and detail-oriented business professional, possessing a solid experience in customer service and sales. Equipped with an analytical mindset, I am eager to contribute my skills to a dynamic organization. With a demonstrated ability to adapt quickly to changing environments and a passion for continuous learning, I am dedicated to pursuing excellence.

## CONTACT

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+961 81 264 856

Ain Saadeh, Lebanon

## LANGUAGES

Arabic: Native language

French: Professional working language

English: Professional working language

## SKILLS

- Time Management
- Adaptation and Team Work
- Customer Service Skills
- MS Office and G-Suite
- SEO

## INTERNSHIPS

### Central bank of Lebanon Beirut

One month internship  
Completed in July 2021

## REFERENCES

Available upon request

## WORK EXPERIENCE

### Line Commercial Support Officer

CMA CGM - GBS Lebanon

Dec 2022 – Present

- Maintain strong relationships with clients, ensuring high satisfaction levels and repeat business.
- Execute strategic sales initiatives to acquire new business opportunities and expand the customer base.
- Coordinate end-to-end logistics operations, ensuring seamless cargo transportation and timely deliveries.
- Conduct market research to identify industry trends, competitive landscapes, and potential business opportunities.
- Ensure compliance with international shipping regulations, customs requirements, and industry standards.

### Customer Service Representative

SmartSource – UNHCR Project

Dec 2021 – Dec 2022

- Provide compassionate and empathetic assistance to refugees, addressing their inquiries, concerns, and needs with sensitivity and understanding.
- Handle complex and urgent situations, including crisis intervention, conflict resolution, and immediate response to emergency cases.
- Disseminate accurate and up-to-date information regarding UNHCR programs, services, and eligibility criteria to refugees.
- Advocate for the rights and needs of refugees within the organization and externally.
- Maintain detailed and accurate records of interactions with refugees, ensuring confidentiality and compliance with data protection regulations.

## EDUCATION

### Université Saint Joseph

Master's in Marketing and Advertising

Sep 2023 - Present

### Sagesse University

Bachelor of Business Administration

Jan 2019 - Jun 2021