

Yasmine Seif Eldin

E-Commerce Agent - Shipping
& Logistics

ABOUT

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Beirut - Lebanon

SKILLS

eBusiness Products

Shipping Cycle

Customer-Focused Approach

Active Listening

ProActivity

NOVA System
Expert

XBO System
Expert

EXCEL MS
Advanced

SharePoint
Advanced

LARA Cybersecurity
Competent

LANGUAGES

Arabic
Native

English
Fluent

Portuguese
Native

Spanish
Proficient

SUMMARY

E-Commerce Shipping & Logistics Agent with 1+ year of experience in E-Business support, handling numerous kinds of customer's logistics queries, cooperating with international agencies across 160+ countries, with the aim of delivering consistent & error-free customer service.

CORE COMPETENCIES

- Multilingual speaker with advanced fluency in 4 languages
- Experience working in an international, results-driven environment - with a focus on operational efficiency
- Highly capable of proactively identify operational problems, suggest solutions, and independently resolve issues.

EXPERIENCE

E-Commerce Agent (Logistics & Shipping) - CMA CGM Shipping Company, Beirut, Lebanon

July 2022 - Present

- Handled numerous kinds of customer's logistics queries, from Quotations for specific shipments, to Booking all kinds of cargos, Container Tracing, Invoice Management & Estimated time of arrival Updates.
- Followed a strict E-Business Process that supports 5 languages (English, French, Mandarin, Portuguese & Spanish)
- Translated templates from English Language to Portuguese
- Responsible for managing 80+ customers' E-Business accounts per day, while cooperating with international agencies across 160+ countries
- Working closely with other e-commerce team members to deliver consistent, error-free customer service
- Proactively identify operational problems, suggest solutions, and independently resolve issues
- Coordinate shipping documents (Bill of Lading, Booking information, Arrival Notice, Sea waybill) for account registrations
- Provide customers with access to printing their Bill of Lading paperless
- Checked whether or not customer is part of the Shipment, to proceed further with his account activation
- Identified & followed Improved web features that are consistently updated as per Head Office instructions to modify employees' E-business strategies accordingly
- Participated in weekly Quality calls to share essential information to boost operational efficiency.

Office Assistant - Rachaya's Gardens Organization, Beqaa, Lebanon

March 2021 - July 2022

- Supported the organization and administration of meetings, workshops and events
- Answered and directed phone calls to Manager, Food Service supervisor and other team members
- Prepared purchase requests based on need and budget availability
- Prepared monthly occupancy report as per the actual attendance sheets
- Coordinated and scheduled all necessary calls/meetings with donors.

LEADERSHIP

European Union Jeel Connector - EU Neighbours South & INJAZ Lebanon , Beirut - Lebanon

March 2022 - Present

- Researched EU-Funded initiatives implemented in Lebanon to create visibility to Lebanese youth across Lebanon
- Facilitated meetings to provide information to students & jobseekers about initiatives funded by the European Union

EDUCATION

BA in Educational Management - Modern University of Business and Science

2021

