

MOHAMMAD GHOU

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BUSINESS ANALYST

Experienced Booking Agent with a strong background in customer service and logistics operations at CMA CGM. Proven ability to manage high volumes of booking requests while ensuring accuracy, efficiency, and customer satisfaction. Highly proficient in computer systems, including booking platforms and Microsoft Excel, with a focus on data entry, trend analysis. Known for strong analytical thinking, and attention to detail. Passionate about leveraging data to improve processes and decision-making, and eager to transition into a Data Analyst role where I can apply my technical skills and shipping industry knowledge to support strategic planning and business insights at CMA CGM

WORK EXPERIENCE

BOOKING AGENT CMA CGM

FEB 2025 - Present

- Handled end-to-end booking processes for global container shipments, ensuring accuracy in data entry and alignment with vessel schedules.
- Utilized internal systems (e.g., LARA, SAP, Cargowise, or similar) to manage booking requests, generate confirmations, and update shipment information.
- Experienced in using booking and CRM software for data analysis and customer tracking
- Identified booking errors or irregularities through system checks and proactive reviews, reducing processing delays

CUSTOMER SERVICE Kahil co for sunflower oil

Jan 2019 - Jan 2024

- Customer Interaction, engaging with potential customers to understand their needs and preferences.
- Relationship Building, establishing and maintaining positive relationships with customers for repeat business.
- Meeting or exceeding sales goals and quotas set by the company ,staying informed about market trends and competitor activities.
- Maintaining accurate records of sales activities, customer interactions, and transactions.

EDUCATION

Bachelor of Business Administration in Management
Information System
Lebanese international university

July 2021 - July 2024

SKILLS

- Team-working skills
- Assessing project requirements
- Problem-solving skills
- The ability to work under pressure
- Attention to details
- Strong communication skills
- Ability to analyze data, identify trends
- Booking Management & Documentation
- Customer Relationship Handling
- Logistics & Shipping Industry Knowledge
- Multitasking in Fast-Paced Environments

COMPUTER SKILLS

- **Paython**
- **Tableau BI**
- **My SQL**
- **Microsoft Office**
- **Lara**
- **IBook**
- **Nova**

LANGUAGES

- **Arabic(Native)**
- **English(Fluent)**