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Paul Yammine

Career Summary:

May 2022- Present: E-commerce Specialist, Trainer and Facilitator at CMA CGM – Beirut

Responsibilities:

- Designed and Implemented a training program that is given to every new joiner
- Conducted corporate workshops that upholds the company's mission and vision
- Provide Training sessions to new joiners and cross trainings to existing employees
- Participated in cross-departmental projects and initiatives to drive business growth and improve operational efficiency
- Generated regular reports to track performance trends, identify areas for improvement, and make data-driven decisions.
- Managed relationships with shipping carriers and freight forwarders to ensure reliable and cost-effective transportation solutions.
- Enhanced customer satisfaction and loyalty by ensuring queries and feedback were addressed swiftly and professionally, impacting customer retention positively.
- Managed comprehensive customer communication channels, involving daily engagement with 100+ customer inquiries.
- Collaborated across 5 departments to create customized client solutions, handling over 50 projects annually.
- Handled daily management of over 5,000 customer records, ensuring accurate and up-to-date information is available

Accomplishments at CMA CGM:

- Picked out of 75 employees to travel to the Philippines for 3 months to learn and implement a new project
- Continuously selected to represent the E-commerce department in front of the Head office
- Received "The Role Model Employee Award" was chosen out of 600 employees
- Promoted from Junior to Intermediate Agent within 8 months in 2022
- Delivered a workshop for 44 Individuals presenting the book 7 Habits of Highly Effective People
- Scored over 100% in the productivity sheet

Non-Professional Work Experience (Pre-Graduation)

2018-2019: Archive assistant at Usek University

2019-2020: Administrative assistant Intern at Salem Group

2020: Sales consultant at Arope Insurance

2021-2022: Account Executive at Dawn of Rights

Education:

Bachelor degree (2018-2022): Finance – Holy Spirit University (USEK)

- Member of the MUN (Model United Nations)
- Competed in the LAU case competition
- Won 3rd place at the Hult Prize

(MBA) Master Degree (2024-2026): Digital Marketing -ESA Business School

(EMBA) Specialized Master Degree (2024-2026): Communication - ESCP Business School

Languages:

Arabic: Native Language

English: Fluent

French: Professional Work Proficiency

Spanish: Intermediate

Technical skills:

Microsoft office (Word Document, PowerPoint Presentation, Excel, Outlook)

Productivity Platforms (Teams, Share Point, Google Meet, Google Forms, Microsoft forms)

Shipping Programs (B2B, CMS, RTM, NOVA, XBO, LARA)

Design (Canva, Ads AI)

Certifications:

CMA CGM Academy:

- Excel 2019 advanced
- Excel 365 advanced
- Power point 365 advanced
- Word 365 advanced

Cambridge University Press & Assessment: English Proficiency Level B2

University of Minnesota: Creative Problem-Solving

University of Michigan: Leading Diverse Teams & Organizations

University of California Davis: The Strategy of Content Marketing

Google: Digital Marketing