

**Mohammad Abdallah**  
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## PROFILE SUMMARY

To utilize my expert business skills to deliver error-free, engaging, and high-quality services regardless of employer or industry.

## EDUCATION

**Sagesse University** **Expected Graduation Dec 2024**  
*General Business Management with minor in Management Information Systems (MIS).*

**Green Field College, Beirut, Lebanon** **2018**  
*Lebanese Baccalaureate, Economics & Sociology Section*

## WORK EXPERIENCE

**CMA CGM** **Nov-2023-Present**

Line Commercial Support Officer, Commercial Delivery

- Liaising with relevant stakeholders to address any discrepancies and ensure alignment.
- Handling Import/Export cases according to the vessel schedule.
- Supporting in preparing transport related documentation, reports, and invoicing.
- Inputting, updating, and verifying data in databases and Excel spreadsheets.
- Maintaining accuracy and attention to detail while entering information.
- Coordinating and communicating with internal (departments and entities) and external (customers) parties.
- Approaching work with a focus on Key.
- Performance Indicators.
- Respecting and following the group's policies and procedures.
- Process contracts (creation and amendments) as per agreed SOP guidelines.
- Update and maintain system according to standards.
- Extract data from the system and do the necessary reporting.

**Alfa Telecom-Beirut, Lebanon** **Jul- 2023-Nov-2023**

Customer service representative

- Provide customers with product and service information.
- Follow-up on customer inquiries not immediately resolved.
- Receive and respond to customer calls, in a timely manner; Assist customers with technical and billing questions, problems, and other questions.
- Transfer customer calls to appropriate staff.
- Alert the supervisors of trends in customer calls.
- Receive client complaints / concerns via telephone and respond to customer requests and needs.

**Aspire Academy- Doha, Qatar** **Sep-2022 -Dec-2022**

Organiser During The fifa World Cup 2022

Responsibilities:

- Checking the tickets of the fans before the game.
- Organizing the fans in the stadium stands.
- Observing the fans and Providing assistance.

***Mourad trading and contracting- Beirut, Lebanon***

***Jan 2020 – Aug 2022***

Inventory Management

- Managed and kept the books on what is present in the inventory at any moment of time.

***Yamaha Motor Authorized Seller – Beirut, Lebanon***

***Jan 2019 – Sep 2021***

Logistics and Supply Chain Operator

- Responsible for company logistics by managing inventory, storage, transportation.
- Ensured logistics coordination through the safe and timely pick-up of delivery and international shipments.
- Assisted with logistics management by handling order shipment and answering customer queries.

***Baalbaki Tobacco Shop - Beirut, Lebanon***

***May 2017 – Dec 2018***

Sales

- Placed in charge of managing the sales counter while catering to the clients' needs and serving them.

## **LEADERSHIP ACTIVITIES**

***Community Service - Beirut, Lebanon***

***2018 – 2019 – 2020***

- Led multiple community-based service varying from shore clean up campaigns to feeding the needy.

## **SKILLS**

-Expertise in performing business management tasks with a keen eye for detail and the ability to maintain, innovate and grow an employer's business with intent.

-Microsoft word, excel, power point, social media marketing.

-share point , nova , Lara , outlook,

## **LANGUAGES**

English (Highly Proficient), French (Highly Proficient), Arabic (Native)