

Tarek Mehdi

Address: Mar Elias, Beirut, Lebanon
Date of Birth: October 2, 1996
Nationality: Lebanese
Mobile number: +961 71 40 33 65
Email address: tarekmehdi1996@hotmail.com

Education:

Université La Sagesse (ULS) Beirut, Lebanon | Feb 2023-Jan 2025
Master of Business Administration emphasis in Management (MBA)

Arts, Sciences & Technology University in Lebanon (AUL) Beirut, Lebanon | Sep 2014-Jun 2017
Business Administration emphasis in Accounting (BBA)
GPA: 4.0/4.0

Objectives:

A dedicated and results-driven professional with 8+ years of diverse experience in customer service and logistics. Proven track record in enhancing customer satisfaction and optimizing operational processes. Seeking to leverage my skills and experience to contribute to organizational success and drive growth.

Work Experience:

IBC Ventures LTD Dubai, United Arab Emirates | Aug 2024- Present
Project Coordinator / Part Time (Remotely)

- Assisting with miscellaneous tasks as needed to support the Company's operations and objectives.
- Monitoring the Company's Telegram and Whatsapp groups, ensuring all communications are appropriately managed and addressed.
- Providing exceptional customer service, addressing inquiries and resolving issues promptly and professionally.
- Reviewing and verifying reports to ensure accuracy and completeness.

CMA CGM GBS Lebanon Beirut, Lebanon | Aug 2022- Present
E-Commerce – Global Customer Contact Center Coordinator / Full Time

- Supervise training of team members including cross training to achieve productivity and backroom accuracy goals.
- Reporting to the Management, ensuring all communication are performed accurately and within departmental KPI.

- Delegate tasks, set deadlines and team goals.
- Creating an inspiring team environment with an open communication culture.

E-Commerce - Global Customer Contact Center Senior Agent / Full Time Beirut, Lebanon | Apr 2022- Aug 2022

- Analyze right solutions and proposing the solutions to stake holders
- Provide proactive support to CMA CGM Group eBusiness Products (Schedules, Booking, Documentation, Invoices, etc.)
- Provide shipment quotes for customers and set up shipments as required by customers
- Complete bookings with carriers and submission of shipping instructions with great accuracy

Citrus TV SAL (Offshore)

Beirut, Lebanon | Feb 2021- Apr 2022

Outbound Sales Agent / Full Time

- Answer the customer sales and customer care inquiries in a professional approach when needed
- Maximize the call to order rate
- Use sales skills to maximize revenue
- Provide quality customer service
- Drive the sales by providing VIP service level

BLOM BANK SAL

Beirut, Lebanon | Feb 2018- Dec 2020

Main Teller / Full Time

- Cash handling and teller related transactions in accordance with branch targets
- Maintained relationships and ensured customer satisfaction
- Opened new accounts and helped with loan applications
- Ordered and issued bank cards and checks for customers
- **Achievement:** Selected as employee of the month for 4 times in a row by selling the bank's products and services which led to the selection of our branch as the best one over 76 branches

Call Center Representative / Part-time

Beirut, Lebanon | May 2018- Dec 2020

- Proved ability to handle a diverse customer base, resolve problems and process transactions quickly and accurately
- Answered inquiries regarding checking, savings accounts and other related products
- Managed large amount of inbound and outbound calls in a timely manner
- **Achievement:** Recommended by more than 30 customers as the most professional and respectful agent among others

Teleperformance SARL/ Touch Project

Beirut, Lebanon | Dec 2016- Jan 2018

Call Center Representative

- Answered incoming calls on 111 and responded to customer's emails
- Generated customer interest in the company's products and services

Side Activities:

- Volunteered at The Lebanese Red Cross: Participated in organizing awareness campaigns and events
- Hobbies: Sports, travel, photography

Languages and Skills:

- Languages: Fluent English, Native Arabic, and Basic French
- Computer Skills: Microsoft Office (Word, Excel, Access)

References:

References are available upon request.