

Ahmad Saghir

Operations Supervisor

✉ Ahmadsaghir2001@gmail.com ☎ +96170534056 📍 Beirut-Lebanon 📅 03 Nov 2001

🇱🇧 Lebanese 🔗 [linkedin.com/in/ahmad-saghir-0a62581bb](https://www.linkedin.com/in/ahmad-saghir-0a62581bb)

Profile

Marketing graduate with a passion for communication, strong interpersonal skills, and a drive for service excellence. I've built over 3 years of experience in customer service and administration with premium brands like Jaguar Land Rover, Honda and Aston Martin. Currently, I serve as Operations Supervisor for DFM under the Tawtel Group, managing warranty administration and full logistics coordination. I thrive in dynamic environments, adapt quickly, and am always focused on delivering impactful results.

Professional Experience

Tawtel Group of Companies (Landrover, Aston Martin, Honda, Dong Feng)

Operations Supervisor

Jun 2021 – present
Beirut, Lebanon

- Manage all warranty processes for vehicles and parts, including claim preparation, submission, follow-up, and closure with manufacturers.
- Oversee inbound and outbound logistics operations, ensuring timely delivery of vehicles and parts to customers and dealerships.
- Coordinate with suppliers, service centers, and logistics partners to streamline supply chain activities.
- Monitor warranty KPIs, identify trends in claims or failures, and recommend corrective actions to reduce warranty costs.
- Supervise warehouse operations, including receiving, storage, inventory control, and dispatch of automotive and motorcycle parts.
- Maintain accurate records of warranty claims, logistics transactions, and stock levels in ERP systems.
- Ensure compliance with company policies and manufacturer standards for warranty and logistics procedures.
- Train and mentor team members on warranty protocols, logistics best practices, marketing initiatives and customer service excellence.

General Receptionist and Call Center Representative

Feb 2021 – Jun 2021
Beirut, Lebanon

- Head of administration at HQ in verdun.
- Responsible for procurement and inventory controlling.
- Process job applications and assist HR manager.
- Conduct orientation and oversee the training of new employees.
- Working closely with C-level executives and providing assistance.
- Take customer calls and provide accurate, satisfactory answers to their queries and concerns.
- De-escalate situations involving dissatisfied customers, offering patient assistance and support.
- When assigned, attend educational seminars.
- Follow our customer engagement strategy.
- Managing insurance claims related to workplace accidents, ensuring a smooth process.

Nas Cafe

Jan 2019 – Jan 2020

Phone Operator & Cashier

Beirut, Lebanon

- Responding to incoming calls in an appropriate manner, based on call type and content.
- Assist customers with answers to queries.
- Welcome customers by greeting them when they come in.
- Maintain daily, weekly and monthly transaction reports.
- Issue customers receipts & refunds.
- Preparing orders to be delivered.

Education

Lebanese International University (LIU)

Jan 2019 – Jun 2022

Bachelor's Degree in Business Marketing

Beirut, Lebanon

Certificates

- Available upon request.

Languages

- Arabic
- English

Skills

Microsoft Office

Excel, PowerPoint, Outlook

Customer Service

*Maintaining the
satisfaction of a client*

Problem solving

*the ability to work under
pressure and multitasking in creative ways*

Databases

*Keep records of all conversations in our call center
database in a comprehensible way.*