

Hadi Fouani
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OVERVIEW

Experienced Shipment Booking Agent with strong logistics, customer care and supply chain expertise. Skilled in managing international and domestic shipments, ensuring compliance, and maintaining accurate documentation. Focused on efficiency, customer service, and problem-solving to streamline processes and deliver excellent client support.

PROFESSIONAL EXPERIENCE

CMA CGM – GBS – Lebanon

Senior Shipping And Customer Care Specialist | Jan 2025 – Present

- Lead daily operations, manage team performance, and enforce company policies.
- Coordinate international and domestic shipments, ensuring timely and compliant delivery.
- Mentor and train new hires while optimizing schedules and workflows.
- Act as primary contact for clients, carriers, and vendors to resolve issues and provide updates.

Intermediate Shipping And Customer Care Specialist | Jan 2024 – Dec 2024

- Negotiated shipping rates with carriers, achieving cost savings and service improvements.
- Analyzed shipment data to identify trends and optimize efficiency.
- Partnered with sales and customer service to design tailored shipping solutions.
- Implemented transport management software to streamline booking processes.

Junior Shipping And Customer Care Specialist | Aug 2022 – Dec 2023

- Processed bookings, confirmed vessel space, and ensured compliance with shipping requirements.
- Managed costs, invoices, and documentation for accuracy and contract alignment.
- Coordinated pre-carriage transport, equipment availability, and OOG container bookings.
- Provided booking confirmations and updates to clients, ensuring seamless communication.

Virgin Megastore – Lebanon

Ticketing Officer | Oct 2016 – Jul 2023

- Processed ticket reservations, cancellations, and modifications for international events.
- Assisted customers with fare details, itinerary changes, and general inquiries.
- Utilized ticketing systems to issue, reissue, and refund tickets while ensuring compliance with industry standards.
- Developed strong communication and customer service skills by managing high-volume client interactions.

EDUCATION: Bachelor in Business Management | Lebanese International University, 2018 – 2023

LANGUAGES: Arabic (Native), English (Fluent)