

**Marwan El Khoury**

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**Profile**

Business Management graduate currently pursuing an MBA in Business Analytics at LAU, with a strong interest in developing versatile professional skills. Known for being adaptable, resourceful, and committed to continuous improvement. Experienced in managing responsibilities under pressure, solving problems effectively, and contributing positively to team environments. Eager to grow in dynamic roles where analytical thinking, attention to detail, and a collaborative spirit can contribute to team and organizational success. Committed to continuous learning and turning challenges into opportunities for growth.

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**Education****Lebanese American University**

- MBA in Business Analytics (In Progress – Started Summer 2025)

**Lebanese Canadian University**

- Bachelor's Degree in Business Management (October 2018 - December 2022)

**Montana Institute of Technology and Applied Sciences**

- High School Diploma
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**Professional Experience****Import Documentation Officer****CMA CGM Lebanon**

*June 2025 – Present*

- **Shipment Coordination**

- Coordinate and oversee import shipments ensuring full compliance with customs regulations and company procedures.

- **Communication**

- Communicate with international suppliers, freight forwarders, and customs brokers to ensure smooth and timely import operations.

- **Documentation Management**

- Prepare and maintain accurate import documentation, including invoices, packing lists, and customs clearance papers.

- **Duty & Tax Processing**

- Calculate import duties, taxes, and related fees, ensuring prompt payment to customs authorities

- **Shipment Tracking**

- Monitor shipment progress and proactively resolve any delays or issues occurring during transit.

- **Regulatory Compliance**

- Stay informed about updates to import laws, tariffs, and compliance requirements, and advise management on potential impacts.

- **Discrepancy Management**

- Handle discrepancies or mis-shipments in coordination with suppliers and agents.

- **Import Documentation Control**

- Maintain detailed import transaction records and financial documentation in line with audit requirements.

- **Supply Coordination**

- Collaborate with purchasing and logistics teams to forecast import needs and maintain efficient inventory levels.

## **Assistant Manager**

### **La Veranda Hotel de Larnaca, Cyprus**

*June 2023 – May 2025*

- **Office Management & Operations:**

- Streamlined front desk operations, reducing wait times by 30% through optimized scheduling and digital check-in systems.
- Managed calendars, appointments, and meeting room bookings using tools like Microsoft Outlook and Google Workspace.
- Coordinated with suppliers, tracked inventory, and maintained accurate records.

- **Customer & Client Relations:**

- Resolved 50+ customer inquiries weekly via phone, email, and in-person, maintaining a high satisfaction rate.

- Built rapport with international clients, demonstrating cross-cultural communication skills.
- **Data & Financial Administration:**
  - Processed invoices, payments, and expense reports with 100% accuracy, reducing billing errors.
  - Maintained confidential records (e.g., guest data, employee files), ensuring GDPR compliance.
  - Utilized Microsoft Excel for data tracking, financial reporting, and inventory monitoring.
- **Problem-Solving & Adaptability:**
  - Addressed urgent issues (e.g., overbookings, IT outages) with quick solutions, minimizing disruptions.
  - Collaborated with cross-functional teams (housekeeping, events) to execute seamless operations.

## **Administrative Assistant**

### **La Veranda Hotel de Larnaca, Cyprus**

*September 2022 – June 2023*

- Handled daily front desk operations, including guest check-ins/check-outs and reservations.
- Provided administrative support to management, preparing reports, schedules, and internal communications.
- Answered phone calls and emails, redirected inquiries, and ensured timely responses.
- Organized and maintained filing systems for guest records and invoices.
- Assisted in inventory tracking and supplier coordination.

## **Internship - Hatab Engineering Company S.A.R.L**

*June 2022 – July 2022*

- Assisted in task distribution and service coordination within the team.
- Maintained customer relationships through effective communication.
- Supported operational management and decision implementation.

## **Skills**

### **Business & Administrative Operations**

- Office Management & Workflow Optimization
- Scheduling, Calendar Coordination, and Task Prioritization
- Inventory Monitoring and Vendor Coordination
- Financial Record-Keeping & Invoice Processing

### **Customer & Client Relations**

- Customer Service & Guest Support (50+ queries/week)
- Cross-Cultural Communication & Conflict Resolution
- Front Desk Management (Hotels, Hospitality Sector)

### **Digital Tools & Platforms**

- Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)
- Google Workspace (Docs, Sheets, Calendar)
- Experienced with online CRM and PMS:
  - Pulse by Booking.com & Booking.com Extranet (guest messaging, pricing, availability updates)
  - Expedia Partner Central (reservation management, guest communication)
  - Iglooroom PMS (multi-channel bookings, calendar, guest records)

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## **Languages**

- Arabic – Native
- English – Fluent (CEFR Level B2)
- French – Fluent (DELF Level B2)