

# Zeinab Zalghout

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## SUMMARY

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Administrative Officer professional with six years of experience specializing in operational management and process optimization within the trade and logistics sectors. Proven expertise in developing comprehensive KPI tracking systems, leading to increased accountability and informed strategic decisions. Managing inventory accuracy through regular cycle counts, overseeing stock control. Skilled in ISO-aligned procedure development and internal audits, cost analysis for procurement, cross-border trademark registration, and streamlining logistics operations across warehouses and transport.

## WORK EXPERIENCE

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### Arcom Group

Lebanon

*Administrative Officer*

*Aug 2022 - Nov 2025*

- Developed and deployed comprehensive KPI tracking systems across multiple departments, increasing accountability metrics and providing real-time insights that informed strategic decisions. Streamlined departmental workflows by redesigning operational processes and leveraging automation tools, resulting in reduced task completion times and enhanced overall team productivity. Managed vendor relationships and conducted detailed cost analyses for procurement activities, leading to a decrease in operational expenses while maintaining high service quality standards. Managed all aspects of insurance policies and claims, handling daily processing and yearly renewals. Successfully managed complex maintenance and fleet operations, resolving issues efficiently and supervising dedicated teams. Developed and maintained ISO-aligned procedures and conducted internal audits to ensure compliance and continuous improvement. Handled the registration and management of trademarks across China, Lebanon, and Syria, demonstrating strong knowledge of local legal regulations. Managed logistics operations spanning warehouses and transport systems, ensuring smooth and timely movement of goods. Managed sales performance by setting clear targets and implementing strategic initiatives that resulted in measurable growth.

### IMG Generators

Lebanon

*Executive Assistant*

*Mar 2019 - Jul 2023*

- Provided comprehensive executive administrative support and coordinated operational maintenance schedules.
- Streamlined internal processes and managed critical documentation to improve efficiency and record-keeping.
- Assisted in procurement activities and maintained effective communications with vendors.
- Provided essential administrative and operational support, focusing on process efficiency and documentation control.

## SKILLS & INTERESTS

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### Skills: 1- Technical & Software:

- Microsoft Office Suite (Excel, Word, PowerPoint)
- Wizard - ERP System
- Click Up Software
- WMS warehouse system

### 2- Functional Expertise:

- Operations Management
- Stock Control and audit
- Financial stock analysis process
- KPI Development and Tracking
- Logistics across warehouses and transport system
- Purchasing and Cost Analysis
- ISO-aligned procedure and internal audits
- Insurance Policy Management

**Languages:** English and Arabic

## EDUCATION

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### **Lebanese University**

**Lebanon**

*Master's Degree in Instructional Design*

*Graduation Date: Nov 2023*

*Bachelor degree in Linguistics*

*Graduation Date: Nov 2021*

## OBJECTIVE

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To leverage six years of experience in operations and administration to drive process optimization, KPI development, and cost reduction within a challenging environment. To utilize proven expertise in complex compliance (ISO, trademarks) and efficiency management across logistics, procurement, stock control and analysis and administrative functions.