

Daniel Yassine

Information Systems Specialist

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PROFILE

MIS Student with Hands-On Experience in Service Management, Application Configuration, and Data-Driven Solutions.

Skilled in deploying and optimizing software applications, managing pricing strategies, and enhancing customer service operations. Adept at analyzing data to drive operational efficiency, ensuring system performance, and coordinating with technical teams to deliver high-quality service. Proven ability to adapt quickly and implement innovative solutions in dynamic, client-focused environments.

EDUCATION

Lebanese International University (LIU) 09/2022 – 06/2025
Bachelor's degree in Management Information Systems Beirut, Lebanon

PROFESSIONAL EXPERIENCE

Whish Money 09/2025 – 11/2025
Service & Product Management Specialist - Intern Beirut, Lebanon

- Service & Apps Configuration
- Configured and deployed offline and online applications according to specific client requirements and market demands.
- Implemented requested schemas into offline applications to ensure optimal functionality and user experience.
- Conducted thorough testing and troubleshooting for new services and updates to maintain system performance.
- Pricing & Strategy Implementation
- Managed and applied dynamic pricing structures, discount strategies, and promotional campaigns (events) within applications.
- Monitored pricing effectiveness and ensured alignment with client agreements and business objectives.
- System Management & Coordination
- Supported internal system configuration to facilitate smooth service operations.
- Assisted in vendor and provider coordination to manage configurations and oversee technical aspects of service updates.
- Ensured all configured services and applications adhered to relevant compliance standards.

AlFares Cargo Service & Clearance 10/2024 – 09/2025
Logistics Manager - Contract Beirut, Lebanon

- End-to-End Shipment Management: Orchestrating full-cycle logistics for FCL, LCL, air freight, and multi-modal shipments from origin to destination.

- Carrier & Vendor Relations: Negotiating competitive rates and contracts with ocean carriers, airlines, trucking companies, and port terminals to optimize service and reduce costs.
- Compliance & Documentation: Ensuring strict adherence to international shipping regulations, customs clearance procedures, and hazardous materials protocols to prevent delays and penalties.
- Performance & Analytics: Utilizing TMS and data analytics to track KPIs, identify bottlenecks, and drive continuous improvement in operational efficiency.
- Team & Crisis Leadership: Building and mentoring high-performing logistics teams to manage daily operations and proactively resolve disruptions like port congestion, rollovers, and customs holds.

Chicken Way Restaurant

09/2022 – 09/2024

Customer Service Agent - Full Time

Beirut, Lebanon

- Liaised between customers and technical teams, translating issues into actionable solutions.
- Analyzed inquiry patterns to identify root causes and drive process improvements.
- Resolved complex cases with strong problem-solving and analytical skills.

BOT

02/2021 – 07/2022

Social Researcher - Freelance

Beirut, Lebanon

- Conducted telephone interviews to gather and validate quantitative data.
- Maintained the highest standards of data integrity and ethical handling.
- Maximized response rates through clear communication and professionalism.

SKILLS

- Business & Systems Analysis
- Communication & Interpersonal Skills
- JSON
- Analytical Thinking
- Cost Planning
- Product Management
- Data Mining
- Cost Control
- Data Entry

LANGUAGES

Arabic

English

INTERESTS

Philosophy | Psychology | Fitness