

Sandy Akoum

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Beirut, Lebanon

Objective Detail-oriented professional with experience in auditing, invoicing, and operational data handling within the shipping and logistics sector. Skilled in data verification, reporting, and cross-functional coordination, contributing to data-driven, operations, and business support roles.

Education **Bachelor of Business Administration in Management Information Systems GPA of 3.91**
Lebanese International University, Beirut **2020-2023**

Some of the Coursework:

- Python
- Data Management
- System Analysis and Design
- E-business
- Business Intelligence
- Business Telecommunication

Completed the seminar of “Code and Shield: Hands-On Website Building & Cybersecurity Seminar”.

Experience **CMA CGM** **2025-Present**

Customer Care Agent – Freight Audit and Invoicing

- Conduct audit and verification of invoices to ensure accuracy, compliance, and correct billing
- Analyze billing discrepancies and coordinate corrections with internal teams and agencies
- Support process improvement by identifying recurring issues and data inconsistencies
- Manage RFIs and follow up to resolve pending issues impacting invoicing timelines
- Maintain operational records and reports using Excel and internal systems
- Monitor invoice status, identify delays or exceptions, and support timely issuance
- Prepare and send professional email communications to customers and agencies regarding invoices, confirmations, and follow-ups

Amideast

2023-2024

Internship as part of Google Scholarships Program

- Data entry: Update/ manage users’ database on excel to keep them up to date
 - Update daily reports (Google Reports)
 - Checkup emails to respond to users’ questions and help them resolve their problems/ issues with Coursera
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Certificates

- Foundations of Business Intelligence by Coursera
- The Second Edition of NxL Youth Empowerment Program (AI Mastery, Empowering Entrepreneurs, Sustainability and Power of Data)
- Emotional Intelligence workshop
- Creativity workshop

Skills

- Attentive
- Critical thinking
- Creativity
- Teamwork
- Communication skills
- Time management
- **Technical Skills:** Microsoft Office package: Microsoft Word, Excel, PowerPoint, Access
Tableau Desktop, Power BI, Programming Language (Python)

Languages

- English, Arabic
