

Dana Kabbara

Business & Marketing Graduate

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PROFILE

Highly motivated professional adept at combining logistics operational efficiency with proven skills in strategic marketing, sales, and strong customer service.

PROFESSIONAL EXPERIENCE

Dispatcher

717 logistics

09/2025 – Present

Remote

- **Real-Time Monitoring:** Track drivers and shipments using Transportation Management Systems (TMS) and the Amazon Relay app, providing real time support and immediately addressing on road challenges, delays, or disruptions.
- **Driver Coordination:** Serve as the primary point of contact for a team of drivers, communicating load assignments, schedule updates, delivery changes, and in yard instructions to ensure seamless workflow.
- **Cross-functional Collaboration:** Communicate effectively with Amazon facility staff, carrier hubs, and other stakeholders to coordinate pickup and delivery windows, reducing dwell time.

Sales and Marketing Specialist

Go Greece Real Estate

07/2023 – 12/2024

Lebanon

- **Marketing Strategy & Execution:** Developed and implemented innovative marketing strategies and campaigns to promote a diverse portfolio of real estate properties (e.g., luxury, residential, investment).
- **Lead Generation & Management:** Executed digital lead generation campaigns (including SEO and social media) and managed the client database using CRM systems to track engagement and conversion.
- **Market Analysis:** Conducted detailed market research to analyze local trends, competitor activities, and property values, providing insights for strategic pricing and positioning.

Customer Service Representative

Metacode Financial

03/2023 – 07/2023

Lebanon

- **Complex Issue Resolution:** Acted as a first line support specialist, managing and resolving sensitive customer inquiries via multiple channels (e.g., chat, email, ticketing system) related to **crypto transactions, wallet functionality, and platform features**.
- **Volume & Capacity:** Managed a high volume of 50 to 80 daily support tickets/live chats regarding deposits, withdrawals, and account verification in a fast paced environment.

EDUCATION

Bachelor of Business Administration in Marketing

Lebanese International University

02/2023 – 12/2025

Lebanon

Achieved **Honor's List** status by maintaining a strong academic record with a **3.5 GPA**.

SKILLS

Logistics Operations, Dispatching, Route Optimization, Amazon Relay, Digital Marketing, Sales Strategy, Lead Generation, CRM Management, Market Research, Social Media Marketing, Customer Service (CSR), Complex Problem Resolution, FinTech Support, Analytical Skills, Communication, Time Management.