

MARC MAZRAANY

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BEIRUT, LEBANON

PROFESSIONAL SUMMARY

Energetic and dependable professional with a **Bachelor's in Business Marketing** and extensive experience in **Master Data Management** and team leadership. Proven ability to handle multiple daily tasks using a creative approach to problem-solving. Experienced in maintaining high data quality standards and leading teams in fast-paced environments to drive service improvements.

PROFESSIONAL EXPERIENCE

Fidelity Assurance & Reinsurance | Jal El Dib , Lebanon Insurance Consultant 2026 - Present

CMA-CGM | Beirut, Lebanon Master Data Management Officer | 2023 - 2026

- Ensure data quality, accuracy, and relevance according to customer shipping and receiving information.
- Validate and analyze customer data and information to maintain system integrity.
- Research, locate, and organize accurate information regarding customer profiles.
- Manage shipment bookings for customers.

Al Massoud Grill | Fanar, Lebanon Call Center Supervisor | 2024 - 2025

- Led the call center team to ensure excellent customer service and compliance with company policies.
- Conducted training to enhance staff performance and product knowledge.
- Analyzed customer feedback to drive service improvements.
- Provided performance coaching and managed schedules for efficient shift coverage.

Supermarket Massoud | Fanar, Lebanon Data Entry Specialist | 2020 - 2022

- Entered text-based and numerical information from source data into company databases within strict time limits.
- Prepared source data by compiling, verifying accuracy, and sorting information.
- Reviewed data for deficiencies, errors, and discrepancies to implement corrections.
- Transferred data from paper formats into computer files and database systems.

Cashier | 2019 - 2021

- Managed customer transactions using cash registers and ensured pricing accuracy.
- Collected payments via cash or credit and issued receipts, refunds, and change.
- Cross-sold products and introduced new items to customers to increase sales.

EDUCATION

- **Strategic Leadership and Management** course (2025)
- **Google Project Management** course (2024)
- **Bachelor in Business Marketing** | Al Kafaat University, Lebanon (2020-2023)
- **Technical School Diploma** | Al Kafaat, Ain Saadeh, Lebanon (2016-2019)

CORE COMPETENCIES

- **Technical Proficiency:** Microsoft Word, Excel, and PowerPoint.
- **Data Management:** Data Quality Assurance, Data Validation, and Research.
- **Leadership:** Team Supervision, Staff Training, Coaching, and Shift Scheduling.
- **Languages:** Fluent in Arabic (Native), English, and French.