

PERSONAL INFORMATION

Dana Itani

Beirut, Lebanon

+961 76 979 436

[danaitani04@gmail.com](mailto:danaitani04@gmail.com)

NATIONALITY & DATE OF BIRTH

Lebanese, 02-January-2004

WORK EXPERIENCE

February 2025 **Junior Export Documentation**

Present

**CMA CGM**

- Export documentation
- Bill of loading ( B/L) issuance
- Shipping instructions processing
- Customs documentation & compliance
- Vessel & Cargo scheduling
- Freight forwarding procedures
- Maritime Transport Regulations
- Invoice & Packing List Handling
- Excel , PowerPoint
- Email & Professional Communication
- Document Filing & Archiving Systems
- International Trade Regulations
- Booking & Tracking Shipments

June 2024 – August  
2024

**Customer service internship**

**Azadea**

- Eager to leverage strong communication skills, customer-centric attitude, and problem-solving abilities in a dynamic customer service internship.
- Committed to delivering exceptional service and contributing to the team's success through dedication, enthusiasm, and a proactive approach to learning and development.
- Answer customers questions.
- Working with the team towards achieving tasks.

2021-2023

**Sales associate**

**La Chunga**

- Greet and direct customers.
- Answer customers questions.
- Inform customers about discounts and special offers.
- Exchange merchandise for customers and accept returns.
- Operating a cash register and accepting payment from customers.

EDUCATION

2022- 2025

**Bachelor Degree's In Business Administration-Marketing**

**Lebanese International University**

2020 – 2021

**High School Diploma in Economic Sociology**

**Grand Lycee**

## ACHIEVEMENTS

---

- 2021 • Participated in the beach cleaning campaign.
  - Diplôme d'études en langue française (DELF) niveau B1.
- 2017

## LANGUAGES

---

- Arabic – Native
- English – Good
- French – Very Good