

NOUR DAHER

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Professional Summary

Experienced and accomplished automotive and operations professional with over 15 years of experience in vehicle delivery management, operations leadership, sales, and customer service. Demonstrates strong expertise in end-to-end vehicle delivery, cross-department coordination, team supervision, and customer experience management within the automotive and logistics sectors. Recognized for driving operational efficiency, maintaining service excellence, and building strong client relationships.

Work Experience

Vehicle Delivery Manager | IMPEX, Sin El Fil – Lebanon

(May 2012 – January 2026)

- Managed the end-to-end vehicle delivery process for new vehicles, ensuring timely handover and compliance with company and manufacturer standards.
- Coordinated with sales, logistics, registration, and service departments to schedule vehicle deliveries and prepare required documentation.
- Oversaw vehicle registration, insurance coordination, and delivery paperwork to ensure accuracy and regulatory compliance.
- Supervised and coordinated delivery staff, managed the vehicle handover process, ensured all vehicles met quality standards, and maintained a high level of customer satisfaction.
- Tracked delivery schedules, monitored delivery performance, and handled delays or customer issues to ensure smooth and timely vehicle handovers.
- Provided professional customer service during vehicle delivery, explained vehicle features, and ensured a positive handover experience.

Sales & Account Executive | Aramex, Sin El Fil – Lebanon

(September 2011 – March 2012)

- Managed and serviced a diverse portfolio of clients, building strong relationships, identifying new opportunities, and ensuring all sales targets and client requirements were met efficiently.
- Handled client inquiries, requests, and complaints via telephone, providing timely solutions, maintaining high levels of customer satisfaction, and fostering client loyalty.
- Coordinated with internal teams, including operations and logistics, to resolve client issues, streamline service delivery, and support overall business operations and growth.

Credit Card Operations Team Leader | Aramex, Sin El Fil – Lebanon

(July 2008 – August 2011)

- Led and supervised the operations team, ensuring accurate processing, preparation, and timely handling of domestic and express shipments.
- Collaborated with internal departments to resolve operational issues, optimize workflows, improve service delivery, and support overall business operations.

Assistant Manager – Admic | R.M.G. SAL, Nahr El Mott – Lebanon

(February 2008 – May 2008)

- Assisted in day-to-day store operations, including supporting merchandising strategies, managing stock levels, organizing inventory, and creating engaging visual displays to drive sales and enhance the shopping experience.
- Provided professional face-to-face customer service, addressing client inquiries, resolving issues efficiently, and ensuring a high level of customer satisfaction and loyalty.

Assistant Manager – Mexx Clothing | R.M.G. SAL, Nahr El Mott – Lebanon

(June 2005 – February 2008)

- Managed merchandising, inventory control, and window displays, ensuring attractive store presentation, optimizing product placement, and driving sales performance.
- Delivered excellent customer service, assisting clients at all levels, resolving inquiries efficiently, and building strong customer relationships to encourage repeat business.

Education

Pigier Group – Higher Education Institute, Achrafieh (Surssock): Beirut, Lebanon

- Bachelor of Science (B.S.) in Marketing *(2004 – 2005)*

College Des Soeurs, Antonnines: Nabatieh South Lebanon

- Bachelor II in Philosophy *(2001 – 2002)*

Certification & Trainings

Cadillac Middle East - Certificate of Recognition | Awarded for outstanding performance in driving new Cadillac Escalade sales and supporting Cadillac's overall success at IMPEX. *(2024)*

Skills

Technical Skills: Vehicle Delivery & Handover Management - Automotive Operations & Workflow Coordination - Vehicle Registration & Documentation - Insurance Coordination & Compliance - Delivery Scheduling & Performance Tracking - CRM & Customer Data Management - Sales Support & Account Management - Client Portfolio Management - Operations & Logistics Coordination - Reporting & Administrative Documentation

Soft Skills: Team Leadership & Staff Supervision - Customer Experience Management - Strong Communication & Interpersonal Skills - Problem Solving - Time Management & Prioritization - Cross-Department Collaboration - Attention to Detail - Adaptability & Multitasking

Languages

English: Intermediate

French: Intermediate

Arabic: Native