

Mohamad Saab

Profile

A fresh graduate with hands-on experience in sales, customer service, operations & logistics services, and accounting. My expertise includes strong analytical, interpersonal, and problem-solving skills with the ability to adapt in fast-paced environments. Committed to continuous learning and professional growth, seeking an opportunity to contribute effectively and develop new skills.

Contact Info

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Experience

ICARRY / SEPTEMBER 2023 – PRESENT

Positions: Operations supervisor – Treasury Specialist

Logistics Coordinator

- Coordinate daily delivery logistics operations, including scheduling drivers, shipment tracking, and route planning to ensure on time deliveries.
- Optimized drivers and warehouse activities to maximize efficiency and reduce delivery delays.
- Manage and follow up on daily basis for drivers call cycle, merchants, and carriers on spot to resolve issues and escalations.
- Collecting & settling 3 to 4 payments per week cod amounts that were collected from carriers and drivers for the shipments delivered.
- Processed large payments and wire transfers and overseen incoming and outgoing transactions.
- Managed customer invoicing, payment cod collection details, and accounts reconciliation for merchants.

- Monitor daily cash balances and ensure sufficient liquidity for operations.
- Acted as the main point of contact between drivers, merchants, and internal team.
- Resolved customers' complaints with carriers for pending payments or delivery issues while coordinating with support and operations departments.
- Optimized delivery routes to track and reduce fuel costs and improve delivery time efficiency.
- Coordinated as well with internal teams for order preparation, dispatch scheduling, and inventory movement.
- Tracked shipments using logistics systems and ensured accurate status updates.

Achievements:

- Supervise COD cash flow processes, verifying and reconciling **up to \$150K in weekly payments** collected by delivery carriers.
- Monitor and track **3,000–5,000 weekly shipments**, ensuring accurate dispatch, delivery confirmation, and system updates
- Maintained a high customer satisfaction rate by ensuring fast payout cycles and delivery rates, contributing to achieving management sales target.

PETZONE / 2020 - AUGUST 2023

Positions: Sales representative – Cashier

Assistant Branch Manager

- Assisted in daily store operations, including opening/closing procedures, staff coordination, and inventory management.
- Provided personalized customer service by advising clients on pet care products, boosting customer satisfaction and sales.
- Monitored stock levels, placed orders, and coordinated with suppliers to maintain product availability.
- Managed customer inquiries and complaints with professionalism, ensuring positive shopping experiences.
- Supported the Branch Manager in supervising, training and supporting new

staff.

- Increased sales of pet products through upselling and product knowledge.
- Balanced cash drawer daily, ensuring accuracy in reconciliation and report.

Achievements:

- Increased product sales beyond monthly targets.
- Supervised and supported staff successfully.

BANKMED / Student internship project (4 months in 2022)

Position: Archiver

- Monitored document access and ensured confidentiality of sensitive information.
- Digitized paper files and indexed them in the electronic document management system for accurate and quick retrievals.

Soft Skills

- Communication
- Problem-solving
- Leadership
- Teamwork
- Multitasking
- Time management

Technical Skills

- Microsoft Excel (tables, functions, reporting)
- Data entry & reconciliation
- Invoice processing
- Basic logistics systems

Industry Knowledge

- Logistics & delivery operations
- Sales and Customer service
- Retail operations
- COD Cash Management
- Inventory & Warehouse Coordination

Education

**B.A of Marketing in
Business Administration**
Global University 2021-2025