

RIBAL SHEHAYEB

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Achrafieh, Lebanon



PROFESSIONAL SUMMARY

Dynamic and results-oriented logistics and e-commerce professional with extensive experience in shipping, supply chain management, and operational optimization. Proven track record in coordinating end-to-end logistics processes, from inventory management and order fulfillment to optimize shipping timelines and reducing operational costs. Expertise in leveraging data analytics to drive strategic decisions, improve efficiency, and enhance customer satisfaction in fast-paced e-commerce environments. Skilled in cross-functional collaboration, ensuring regulatory compliance, and managing both inbound and outbound logistics. Dedicated to streamlining workflows and implementing solutions that support business growth, operational excellence, and seamless product delivery

RELEVANT WORK EXPERIENCE

Difco Group

Beirut, May2024-Dec2025

E-commerce Logistics Coordinator

- Increased efficiency in logistics processes, resulting in cost reductions of 20% and optimized delivery timelines
- Generated comprehensive reports from sales and logistics data, improving operational performance by identifying 15 key trends.
- Maintained compliance with regulations, ensuring high standards in logistics operations across departments.
- Accurate documentation management supported effective inventory control, leading to 100% compliance in reporting processes.
- Streamlined logistics workflows across 5 cross-functional teams, enhancing communication and synergy while handling 200 orders daily.

CMA CGM

Beirut, Nov2021-May2024

Commercial & Pricing Operations Specialist

- Increased revenue by 15% by implementing commercial strategies and property management initiatives
- Improved operational efficiency by 15% by coordinating with 5 cross-functional teams for seamless business processes
- Established 30 B2B contracts, fostering strong partnerships and ensuring compliance with company standards
- Provided insights on market trends driving growth, resulting in a 25% increase in competitive advantage
- Facilitated communication among 50 stakeholders, enhancing collaboration and achieving business objectives efficiently.

NokNok

Beirut, July2019-Nov2021

Warehouse Assistant Manager

- Processed 300 stock items monthly, ensuring accuracy in inventory records and timely availability.
- Managed orders for 150 shipments daily, maintaining quality and accuracy standards in fulfillment, achieving 98% accuracy.
- Implemented systematic storage solutions, enhancing inventory retrieval speed by 40% and accessibility in the warehouse.

- Conducted checks on 500 inventory items regularly, maintaining optimal stock levels and supporting overall warehouse efficiency.
- Collaborated with 10 team members to improve workflow, minimizing handling times by 30% for all shipments.

EDUCATION

Modern University of Business and Science, Bachelor's Degree in Business Management, *Lebanon 2019-2022*
Hammana Technical School, Technical Baccalaureate in Electromechanical, *Lebanon 2014-2017*

CERTIFICATES & INTERNSHIPS

- Civil Defense Volunteer, Volunteer Certification, *Lebanon, 2015-2025*
- Handling Guests Complaints, Certificate of Completion, *Lebanon,2023*
- 1st Aid, First Aid Certification, *Lebanon,2023*
- CSR - Responsible Digital, CSR Certificate, *Lebanon,2023*
- Power and Value of Data, Data Management Certificate, *Lebanon,2023*
- Container Garment Ready, Certificate of Completion, *Lebanon,2023*
- Fraud Awareness, Fraud Awareness Certificate, *Lebanon,2022*
- Competition Compliance, Compliance Certificate, *Lebanon,2022*
- Cybersecurity, Cybersecurity Certification, *Lebanon,2022*
- Prevent Discrimination, Discrimination Prevention Certification, *Lebanon,2022*
- Corruption and Conflict of Interest, Ethics Certificate, *Lebanon,2022*
- ISO Environmental Management System Training, ISO Certification, *Lebanon,2019*
- Red Cross Volunteer, Volunteer Certification, *Lebanon,2014*

TECHNICAL SKILLS

- MS Office (Word, Excel, PowerPoint)
- SAP ERP
- Power BI
- Shopify
- CRM (Customer Relationship Management)

LANGUAGES

- Native in Arabic
- Advanced in English
- Intermediate in French

AREA OF EXPERTISE

- Communication Skills
- Fraud Prevention Skills
- Attention to Detail Skills
- Time Management Skills
- Data Analysis Skills
- Problem-Solving Skills
- Emergency Response Skills
- Adaptability Skills