

AHMAD CHEHAB

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PROFESSIONAL SUMMARY

Management Information Systems (MIS) graduate with 2+ years of experience in international shipping, logistics, booking operations, documentation, hazardous cargo, customer support, and cross-functional coordination at CMA CGM. Managed 100+ booking transactions and amendments daily in a high-volume environment, prepared and validated Shipping Instructions (SI) and draft Bills of Lading (B/L), supported HAZ/IMO cargo compliance under IMDG requirements, monitored container movements and transit legs, and coordinated with intermodal teams to support efficient routing and timely cargo delivery. Strong experience with Salesforce, Excel, LARA, NOVA, Tableau, and UiPath/RPA, with proven accuracy, problem-solving, and stakeholder management skills.

CORE COMPETENCIES

Shipping & Logistics: Booking Operations, Booking Amendments, Export Documentation, Shipping Instructions (SI), Bill of Lading (B/L) Drafts, HAZ/IMO Cargo, IMDG Compliance, Container Tracking, Container Journey Legs, Transit Management, Intermodal Coordination, Container Logistics, Equipment Allocation, Documentation Control

Operations: Booking Processing, Workflow Coordination, Exception Handling, Cargo Movement Monitoring, Delivery Follow-Up, Customer Service, Stakeholder Management, Cross-Functional Coordination, Process Improvement

Systems: Salesforce, Microsoft Excel, LARA, NOVA, Tableau, UiPath/RPA, Microsoft Office

PROFESSIONAL EXPERIENCE

Booking, Logistics & Documentation Agent | CMA CGM GBS Lebanon

Beirut, Lebanon | Apr 2024 – Jul 2026

- Processed and managed 100+ booking transactions and amendments daily while maintaining high accuracy and meeting operational deadlines.
- Reviewed booking details, customer requirements, cargo information, equipment needs, and documentation to identify discrepancies and prevent processing errors.
- Prepared, reviewed, and validated Shipping Instructions (SI) and draft Bills of Lading (B/L), ensuring consistency between booking, cargo, and documentation data.
- Handled HAZ/IMO bookings and dangerous goods documentation in line with IMDG Code requirements, internal procedures, and approval workflows.
- Managed and monitored container journey legs and transit movements, tracking container locations and movement status to support efficient routing and reduce delays in cargo delivery.
- Investigated transit and journey-leg issues by analyzing container movement status and coordinating with relevant stakeholders to support the fastest and most efficient route to the final destination.
- Coordinated with intermodal teams to monitor cargo movement, verify delivery progress, follow up on transportation issues, and support the timely delivery of containers to their final destinations.
- Coordinated with operations, documentation, customer service, container logistics, and other stakeholders to resolve booking exceptions and operational issues.
- Supported equipment allocation and container-related activities, helping ensure bookings were operationally ready for further processing.
- Used Salesforce, Excel, LARA, NOVA, and Tableau to track activities, maintain data accuracy, monitor operational information, and support reporting.
- Worked with UiPath/RPA-enabled workflows to support automation and process efficiency, including operational solutions related to transshipment and booking workflows.
- Trained and supported new employees by explaining operational processes, systems, documentation requirements, and quality expectations.
- Maintained productivity and attention to detail in a fast-paced, international shipping environment with high transaction volumes.

Field Officer | World Learning – QITABI Program

Lebanon | Mar 2021 – Aug 2023

- Coordinated field activities, product distribution, data collection, and follow-up across more than 50 schools in Lebanon.
- Communicated with schools, vendors, beneficiaries, and project stakeholders to coordinate activities and resolve operational issues.
- Managed data entry, data verification, tracking, and follow-up to maintain accurate project records and operational visibility.
- Supported distribution planning, field monitoring, and reporting activities while ensuring timely communication between field teams and stakeholders.
- Supported training activities for primary public school teachers and assisted with coordination of project-related activities.

Data Entry Operator | Médecins Sans Frontières (MSF)

Beirut, Lebanon | Jan 2021 – Dec 2021

- Accurately entered, updated, and managed sensitive patient and beneficiary data for a refugee assistance project at Beirut Rafik Hariri Hospital.
- Used Excel and KoboToolbox for data collection, organization, validation, tracking, and reporting.
- Maintained data accuracy, confidentiality, and attention to detail while working with sensitive operational and healthcare information.
- Supported project teams by ensuring data was available and organized for operational follow-up and reporting.

Data Entry Operator | Médecins Sans Frontières (MSF)

Beirut, Lebanon | Aug 2020 – Jan 2021

- Registered patients attending non-communicable disease, mental health, and health promotion services.
- Prepared daily reports tracking key indicators, including patient and beneficiary volumes.
- Supported pharmacy stock organization and participated in regular inventory activities.
- Used KoboToolbox to support data collection for project surveys and maintained accurate records.

EDUCATION

Bachelor of Management Information Systems (MIS) | Lebanese International University | Beirut, Lebanon | 2021

TECHNICAL SKILLS

Microsoft Excel (Advanced) | Salesforce (Advanced) | Tableau Desktop | LARA | NOVA | UiPath/RPA | KoboToolbox | Microsoft Office | SQL | JavaScript | C++

VOLUNTEER EXPERIENCE & LANGUAGES

Volunteer Firefighter & Medic | Lebanese Civil Defense — Emergency response, rescue, first aid, teamwork, and decision-making under pressure.

Languages: Arabic (Native) | English (Advanced/Fluent)

ADDITIONAL INFORMATION

Valid Lebanese Driving License | Own Vehicle | Available for field work and business travel