

Hadi Ali Kadi

Nationality – Lebanese

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Birth Date – 09/07/1998

Email – kadihadi469@gmail.com

Languages – Native {Arabic-English}

PROFILE

Highly dedicated and adaptable professional with the ability to perform effectively under pressure. Eager to launch a career that fosters continuous skill development and provides opportunities to gain valuable industry experience.

EDUCATION

Bachelor's degree in management information systems | 06/2021

At Lebanese International University

CIS - BT3: Accounting and Informatics | 06/2017

WORK EXPERINCE

Administrator at Mercedes-Benz Al Mulla Group Automotive

| From March'2025 – Present |

- Oversaw administrative functions, supporting service and sales teams to streamline workflows and enhance productivity.
- Managed customer documentation, maintained accurate database records, and coordinated internal processes.
- Improved operational efficiency through proactive support, problem-solving, and process optimization.
- Ensured compliance with company policies, procedures, and regulatory standards.

Warranty Supervisor at Best Al Yousifi and Sons Co.

| From November'2023 – February'2025 |

- Managed warranty claims processing and conducts sales data analysis to support branch operations.
- Developed and implemented customer relationship strategies to enhance client satisfaction and retention.
- Administered and processed warranty claims in accordance with manufacturer policies and company guidelines, communicated with customers, vendors, and service teams to resolve warranty issues efficiently and professionally.

Contact Center Agent at Best Al Yousifi and Sons Co.
| From June'2023 – October'2023 |

- Responded to high volumes of inbound and outbound customer calls, delivering accurate information and resolving issues efficiently.
- Maintained detailed and up-to-date customer records using CRM systems, ensuring data accuracy and service continuity.
- Met and exceeded performance targets for call quality, response time, and customer satisfaction metrics.
- Provided prompt and effective resolutions to customer inquiries and concerns, ensuring high satisfaction levels.
- Prepared and presented detailed customer service reports to support management decision-making.
- Fostered brand loyalty by consistently delivering exceptional service and personalized

Retail Management Trainee at Tawfeer Discount Store
| From February'2019 – May'2023 |

- Developed and implemented store strategies to increase customer acquisition and drive profitability.
- Mentored and coached store staff to consistently achieve and exceed sales targets, enhancing team performance and productivity.
- Assisted in day-to-day store operations, including inventory management, visual merchandising, and sales performance monitoring.
- Supported in staff supervision, customer service excellence, and implementation of sales strategies.

Procurement & Store Supervisor at Hotel Elite and Duroy
| From May'2017 – January'2019 |

- Oversaw procurement of hotel supplies and inventory, ensuring cost-effective purchasing while maintaining quality and vendor compliance.
- Managed store operations, including stock control, inventory accuracy, and timely distribution of goods to various hotel departments. Developed and executed procurement strategies, negotiating with vendors to secure competitive pricing and favorable terms.
- Strengthened supplier relationships and enhanced inventory management processes to ensure consistent supply and operational efficiency.



SKILLS

- **Warranty Claims Management**
 - **Vendor & Supplier Coordination**
 - **Customer feedback analysis**
 - **Good Communication skills**
 - **Customer Service**
 - **Data Entry and Record Keeping**
 - **Process Improvement and Optimization**
 - **Compliance and Quality Assurance**
 - **Strong Communication and Interpersonal Skills**
 - **Time Management and Multitasking**
 - **Problem – Solving**
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