

Mohamad Saab

Marketing Graduate | Sales & Business Operations Professional

Contact info

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Professional Summary

Marketing graduate with extensive experience in sales, customer service, operations management, logistics coordination, and business development. Proven ability to analyze customer needs, drive sales growth, manage stakeholder relationships, and optimize business processes. Strong communication, analytical, and problem-solving skills with a passion for marketing, customer experience, and business growth. Seeking opportunities in Marketing, Digital Marketing, and Brand Management.

Experience

ICARRY | Operations Supervisor – Treasury Specialist – Logistics Coordinator (Sep 2023 – Feb 2026)

- Manage daily logistics operations supporting 3,000–5,000 shipments per week.
- Coordinate with merchants, drivers, carriers, and internal teams to ensure service quality and customer satisfaction.
- Analyze operational performance and delivery metrics to improve efficiency and reduce delays.
- Manage customer invoicing, payment tracking, and merchant account reconciliation.
- Supervise COD operations and monitor financial transactions exceeding \$150,000 weekly.

- Resolve customer and merchant escalations while maintaining strong business relationships.
- Collaborate across departments to improve customer experience and operational effectiveness.

Key Achievements:

- Reconciled and monitored over \$150,000 in weekly COD transactions with high accuracy.
- Oversaw operations for up to 5,000 shipments weekly.
- Contributed to improved customer satisfaction through efficient issue resolution and communication.

**PETZONE | Assistant Branch Manager – Sales Representative – Cashier
(2020 – Aug 2023)**

- Delivered exceptional customer service and built strong client relationships.
- Increased sales through consultative selling, upselling, and product recommendations.
- Assisted in branch operations including inventory control, supplier coordination, and staff supervision.
- Supported employee onboarding and training initiatives.
- Managed customer concerns and ensured positive shopping experiences.
- Analyzed customer purchasing behavior to identify sales opportunities.

Key Achievements:

- Consistently exceeded monthly sales targets.
- Contributed to increased branch revenue through effective sales techniques.
- Successfully supported team performance and operational efficiency.

BANKMED | Archiver Intern (2022)

- Digitized and indexed confidential documents in the electronic document management system.
- Ensured accurate retrieval and confidentiality of sensitive information.

Education

B.A. in Marketing, Business Administration
Global University (2021–2025)

Skills

Marketing & Business: Market Research, Customer Relationship Management, Consumer Behavior Analysis, Business Development, Customer Experience, Sales Strategy, Data Analysis & Reporting.

Technical: Microsoft Excel, Microsoft Office, Data Analysis, Reporting, Invoice Processing, Cash Reconciliation, Logistics Systems, Google Workspace.

Soft Skills: Communication, Leadership, Problem Solving, Teamwork, Negotiation, Time Management, Adaptability.