

Mohamad Chkif

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SUMMARY

Results-oriented professional with over 7 years of experience in warehouse and retail operations. Proven expertise in inventory control, purchasing, and customer service, leveraging ERP systems (Libra, Dynamics NAV, Noria) to optimize efficiency and support sales initiatives. Adept at leading warehouse teams, managing supply chains, and delivering operational excellence through streamlined workflows and precise inventory management. Eager to apply my extensive operational and sales support skills to dynamic retail or hospitality environments in the UAE, contributing to growth and enhanced customer satisfaction.

EXPERIENCE

Order Specialist and Purchasing in Charge

Libanfruits Sal

11/2024 - 05/2025 Dekwaneh, Lebanon

- Manages end-to-end customer order fulfillment, including data entry (Noria ERP), inventory verification, pricing, and shipping coordination, ensuring accurate and timely delivery.
- Delivers exceptional customer service via phone and email, effectively resolving inquiries and issues to maintain high satisfaction.
- Maintains precise records by entering all sales orders, purchasing, deliveries, and transactions of all Hotels, into the company database, enhancing data integrity.
- Optimizes dispatch operations and provides critical administrative support across departments, improving workflow efficiency.

Warehouse and Inventory Manager

Savory Goods Sal

07/2024 - 11/2024 Beirut, Lebanon

- Maintained optimal inventory levels for FCMG products, significantly reducing shortages and overstock.
- Executed regular and comprehensive stock counts, improving inventory accuracy and reconciling discrepancies.
- Leveraged ERP systems (Libra ERP) to efficiently manage inventory data, generate critical reports, and track stock movements.
- Coordinated all incoming and outgoing shipments, meticulously verifying documentation and ensuring inventory accuracy.
- Streamlined order fulfillment processes, including picking, packing, and shipping, to meet customer requirements and deadlines.

Receiving and Warehouse Manager

Food Retail Sal (Partenaire Intermarche)

10/2022 - 07/2024 Baabda, Lebanon

- Directed daily receiving operations, ensuring accurate inspection and stringent quality control of all incoming goods.
- Supervised and mentored a team of 10 warehouse staff, optimizing workflow and enhancing productivity to consistently meet deadlines and performance goals.
- Managed the systematic recording and disposition of damaged goods, ensuring precise documentation and minimizing losses.
- Collaborated with the sales team, providing timely inventory updates and strategically assisting in promotional stock preparation, directly supporting sales initiatives.
- Resolved complex warehouse-related issues promptly and efficiently, reducing operational downtime and improving overall efficiency.

EDUCATION

09/2016 - 06/2020 Beirut, Lebanon

Bachelor's Degree in Arabic Education
Lebanese University – Faculty of Pedagogy

SKILLS

- Technical Skills:** Microsoft Office Suite (Word, Excel, Outlook), Data Entry, ERP Systems (Dynamics NAV, Libra, Noria...), Data Analysis & Reporting, E-commerce Platforms.
- Inventory & Warehouse Management:** Inventory Control, Stock Management, Supply Chain Optimization, Shipping & Receiving, Order Fulfillment, Quality Control, Logistics.
- Leadership & Operations:** Team Supervision, Process Improvement, Workflow Optimization, Operations Management, Problem-Solving, Time Management.
- Sales & Customer Relations:** Customer Service, Problem-Solving, Sales Support, Client Communication, Product Knowledge, Sales Transaction Processing.
- Interpersonal Skills:** Collaboration, Communication, Adaptability, Attention to Detail, Flexibility.

Receiving and Warehouse Officer

Food Retail Sal (Partenaire Intermarche)

📅 09/2021 - 10/2022 📍 Baabda, Lebanon

- Verified incoming shipments against purchase orders, ensuring 100% accuracy and completeness of deliveries, (Microsoft Dynamics NAV ERP).
- Maintained precise inventory records by accurately entering bill data into the inventory management system.
- Managed the segregation and disposition of damaged goods, coordinating returns or disposal in adherence to company policy.
- Supported order picking, packing, and shipping processes.
- Partnered with the sales team to proactively identify and address product shortages, ensuring consistent stock availability.

Merchandiser

Food Retail Sal (Partenaire Intermarche)

📅 02/2021 - 09/2021 📍 Baabda, Lebanon

- Optimized sales floor presentation by organizing and restocking merchandise, enhancing product appeal and accessibility.
- Designed and implemented visually appealing sales floor displays, increasing product visibility and contributing in sales growth for featured items.
- Provided exceptional customer service, resolving inquiries and offering product recommendations to improve shopping experience.
- Managed sales floor inventory, coordinating with the stockroom to ensure timely replenishment and prevent stockouts.
- Executed promotional activities and seasonal displays in collaboration with the sales team, supporting marketing initiatives.

Receptionist

AXA Middle East

📅 08/2020 - 12/2020 📍 Beirut, Lebanon

- Managed front office operations, greeting visitors and directing them efficiently to ensure a positive first impression.
- Handled a high volume of incoming calls, professionally addressing inquiries and directing to appropriate departments.
- Maintained accurate records of employee attendance, managed visitor logs, and organized essential front-desk documentation.
- Provided administrative support, including scheduling appointments, managing correspondence, and contributing to smooth office operations.

Cashier and Sales Associate

Coop Hadat Supermarket

📅 05/2018 - 03/2020 📍 Hadat, Lebanon

- Processed high-volume customer transactions with precision, efficiently managing various payment methods.
- Maintained an organized checkout area, enhancing customer flow and shopping experience.
- Responded to customer inquiries and provided clear information on promotions and store policies.
- Maintained optimal stock levels on the sales floor, ensuring product availability and timely restocking to meet customer demand.

CERTIFICATES

- ✓ Time Management - LinkedIn Learning 12/2024
- ✓ Inventory Management - HP Life 12/2024

LANGUAGES

- **Arabic**
Native
- **English**
Proficient
- **French**
Proficient

INTERESTS

- Reading
- Songwriting
- Cooking
- Football