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SUMMARY

Results-driven professional with extensive experience in inventory management, warehouse operations, sales, and customer service. Adept at utilizing ERP systems and optimizing processes to ensure operational efficiency and accuracy. Strong leadership and problem-solving skills, with a proven ability to supervise teams and collaborate cross-functionally to meet organizational goals. Possesses supplementary sales experience and skills, enhancing the ability to understand customer needs and drive operational support. Seeking to leverage my expertise in inventory control and team management to contribute to the growth and success of a dynamic organization.

EXPERIENCE

Order Specialist and Purchasing in Charge

Libanfruits Sal

11/2024 – Present Dekwaneh, Lebanon

- Processes customer orders, including data entry, inventory checks, pricing, shipping coordination, and order tracking
- Provides excellent customer service by phone and email, addressing inquiries and resolving issues.
- Entering all received sales orders, deliveries and transactions into the company database.
- Managing and organizing dispatch, and providing administrative assistance to various departments within the company.

Warehouse and Inventory Manager

Savory Goods Sal

09/2024 - 11/2024 Beirut, Lebanon

- Monitor and maintain optimal inventory levels to prevent shortages or overstock.
- Conduct regular and comprehensive stock counts to ensure accuracy and reconcile discrepancies.
- Utilize the ERP system to manage inventory data, generate reports, and track stock movements efficiently.
- Coordinate and process incoming and outgoing shipments, verifying documentation and inventory accuracy.
- Support order fulfillment processes, including picking, packing, and shipping in alignment with customer requirements.

Receiving and Warehouse Manager

Food Retail Sal (Partenaire Intermarché)

10/2022 - 08/2024 Baabda, Lebanon

- Directed daily receiving operations, ensuring the accurate inspection and quality control of goods
- Supervised and mentored the warehouse team, optimizing workflow to meet deadlines and performance goals.
- Managed the recording and disposition of damaged goods, ensuring proper documentation in the system.
- Supported sales efforts by providing timely inventory updates and assisting in the preparation of promotional stock.
- Resolved warehouse-related issues promptly and efficiently, minimizing downtime and operational disruptions.

Receiving and Warehouse Officer

Food Retail Sal (Partenaire Intermarché)

09/2021 - 10/2022 Baabda, Lebanon

- Reviewed and verified incoming shipments against purchase orders to ensure accuracy and completeness.
- Accurately recorded bill data into the inventory management system, maintaining up-to-date and detailed records.
- Segregated and managed damaged goods, coordinating returns or disposal per company policy.
- Assisted with order picking, packing, and shipping processes to meet fulfillment deadlines efficiently.
- Collaborated with the sales team to identify product shortages and stocks.

INTERPERSONAL SKILLS

Leadership	Time Management
Collaboration	Problem-Solving
Communication	Customer Service
Adaptability	Flexibility
Attention to Detail	Cultural Awareness

CERTIFICATES

Time Management - LinkedIn Learning

12/2024

Inventory Management - HP Life

12/2024

TECHNICAL SKILLS

Libra ERP Dynamics NAV

Microsoft Office Suite

Operating Systems

General Computing

Data Entry Specialist

LANGUAGES

Arabic	Native
English	Proficient
French	Proficient

PASSIONS

Reading

Songwriting

Cooking

Football

EXPERIENCE

Merchandiser

Food Retail Sal (Partenaire Intermarché)

02/2021 - 09/2021 Baabda, Lebanon

- Organized and restocked merchandise on the sales floor to ensure optimal product presentation.
- Created visually appealing sales floor displays to enhance product visibility and drive sales.
- Delivered exceptional customer service by addressing inquiries, offering product recommendations, and resolving issues.
- Monitored inventory levels on the sales floor and coordinated with the stockroom for timely replenishment.
- Collaborated with the sales team to execute promotional activities and seasonal displays.

Receptionist

AXA Middle East

08/2020 - 12/2020 Beirut, Lebanon

- Greeted visitors and efficiently directed them to the appropriate personnel, ensuring a positive first impression.
- Managed a high volume of incoming calls, directing them to the appropriate departments and handling inquiries professionally.
- Accurately recorded employee attendance, managed visitor logs, and maintained essential front-desk documentation.
- Assisted with administrative tasks, such as scheduling appointments, handling correspondence, and supporting office operations.

Assistant Distributor

Private Food Commodities

12/2017 - 10/2018 Beirut, Lebanon

- Supported the distribution and delivery of essential food commodities to clients across various locations.
- Managed inventory logistics, ensuring accurate documentation and timely stock replenishment.
- Coordinated with clients and suppliers to streamline distribution processes and resolve any issues.

Sales Associate

At Local Phone Shop

01/2017 - 09/2017 Hadat, Lebanon

- Guided customers in selecting mobile devices and accessories while addressing technical inquiries.
- Processed sales transactions efficiently, maintaining accuracy in cash handling and POS operations.
- Maintained optimal stock levels, ensuring product availability and timely restocking.

Cashier

Coop Supermarket

02/2016 - 08/2016 Hadat, Lebanon

- Handled customer transactions with precision, managing cash, credit, and debit payments efficiently.
- Maintained a clean, organized checkout area to ensure a smooth and pleasant shopping experience.
- Addressed customer inquiries and provided information on promotions and store policies.

EDUCATION

Bachelor's Degree in Arabic Education

Lebanese University - Faculty of Pedagogy

09/2017 - 06/2020 Beirut, Lebanon

Official Lebanese Baccalaureate

Section: Life Science

09/2016 - 06/2016 Beirut, Lebanon