

MARIE-LOUISE EL AMMAR

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BEIRUT • LEBANON



OBJECTIVE

Motivated individual seeking an employment in a large, well reputed organization.

EXPERIENCE

October 2015 – till today

Panemar Forwarding SAL

Beirut, Lebanon

Employee for a full time job

- Senior Airfreight Operations (Import & Export)

- Freight Rate Management
- Liaison with airlines regarding freight rates to/from the respective country.
- Sales Support
- Receiving new requests and sending quotations to clients & agents.
- Providing competitive pricing
- Secure insurance is provided in writing if required by client
- Follow up on arrival of shipments
- Send the arrival notification to the clients
- Daily clients update.
- Dealing with claims received from clients side
- Issuing monthly reports and statistics
- Follow up: the transfer made to our agents; bookings; daily import, export & cross trade shipments
- Organizing transport arrangements
- Alerting clients and agents.
- Preparing sales reports

February 2014 – September 2015

DHL Global Forwarding

Beirut, Lebanon

Employee for a full time job

- Air/Ocean freight Operation & customer service specialist
- follow up daily import & cross trade shipments with our worldwide stations and clients.
- Daily clients update.
- dealing with claims from our clients & resolving problems.
- checking cost v/s selling
- checking AWBs & B/Ls with clients or with our custom broker.
- Follow up the containers & shipments arrivals, Clearance + handle customs problems with the shipping lines/forwarders.
- Creating insurance policies online

May 2013 – January 2014

Van Iperen International

Beirut/Netherlands

Employee for a full time job

- Logistics coordinator (middle east office)
 - Order input in ERP system (AS400).
 - Coordination with suppliers.
 - Follow up of (sales) contracts, pending orders with all the parties involved (supplier, customer, logistic partners, inspections & forwarders) and taking care of a smooth coordination.
 - Preparation of necessary shipping documents.
 - Checking of labels and bags according to client specifications and country's rules.
 - Booking shipment with the Forwarder based on the best rate given.
 - Update our client on the ETS and ETA and checking B/Ls.
 - Data entry & invoice order.
 - Prepare COO and Euro1 on export data (online).
 - Send final original document to client via DHL.
 - Follow the container arrival & Clearance + resolve customs problems with the shipping line/forwarder.
 - Follow client feedback or complaint on our products.
- I report to the Logistic manager based in France and coordinate with the back-up for the logistics team in The Netherlands via skype and link.

Jan 2010 – April 2013

Fast Mondial & Marine S.A.L

Beirut, Lebanon

Employee for a full time job

■ Export Officer (Air freight - Sea freight)

Multitasks job, with multitude of contacts and responsibilities per operation.

Sea-freight Follow up:

- BCTC Company, Booking with shipping Lines, Loading containers, Bill of lading, inspection requests, vessels arrival.
- Issuing invoices & packing list.
- Couriers, collection documents, dealing with employee on the ground, shipping lines, companies, foreign agents & port situation.
- **Facing satisfied / disappointed customers every day.**
- Working with letter of credit. **Issuing documents in compliance with L/C.**

Air-freight Follow up:

- Pick up locations (Port, Beirut, South, North...)
 - Collection document, issuing legalized document and certificates of origin, inspection requests.
 - Packing if needed
 - Issuing Visas, Health certificate, Test for germ.
 - Provide customer with consultancy
 - Send quotations (client-Agent)
 - Warehousing goods.
 - Booking space with airlines
 - Asking for special rates
 - Airport situation
- +
- Working on consolidation cargo
 - sending Tr8 shipment from Port to airport
 - land freight. & LCL.

Dealing every day with other Forwarders (UPS, Aramex, Fedex, Dhl...) & with other custom brokers.

Facing over loaded work. Working under pressure every single day.

December 2009

DepecheMode

Beirut, Lebanon

Employee for a part time job

- Assistant Executive

July 2006

Byblos Bank

Saida, Lebanon

Trainee

- Opening new accounts.
- Customer Service

EDUCATION

2007–2009 Saint-Joseph University FLS, Beirut, Lebanon

- Masters in Information & Communications.

2004–2007 Saint-Joseph University FGM, Saida, Lebanon

- B.A., Business Administration.

2003–2004 Notre Dame des soeurs Antonines Nabatieh, Lebanon

- Baccalaureat, Economics & Sociology

LANGUAGES & COMPUTER SKILLS

Arabic, English, French. Fluently spoken, written & understood.

Mirosoft Office: Good Level

NTIC (web expert), Quark Xpress, Movie Maker, dream weaver

INTERESTS

Dancing, swimming, sports

PERSONAL INFORMATION

Born on the 9th of February 1986 at Hajjé – Lebanon; Single.

REFERENCES

Mr. Khalil Amara, CFO Liban Cables S.A.L	03/300 482
Mr. Naji Boulos, Managing Director of Memac Ogilvy	03/252 537
Mr. Georges Ghagar, Country Manager DHL Global Forwarding	70/605 600