**FATIMA A.HAMMOUD (9 JUL 1989)**

**BEIRUT, TARIK El JADIDA , KHORTOUM STREET**

**MEKAHAL BLDG, 5TH FLOOR**

**Mobile:** +961-3-069045 **Phone:** +961-1-820783

**EMAIL ADDRESS:** [**hammoud-fatima@hotmail.com**](mailto:hammoud-fatima@hotmail.com)

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| Pro-active candidate with background in Business Administration who is now seeking for a suitable position in your esteemed firm. A dedicated team player who can bring to the organisation, professionalism, logical ideas and enthusiasm. |

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| **EDUCATION** |

**2007-2011** : **Beirut Arab University**. | Beirut, Lebanon|

Bachelor of Business Administration in Banking & Finance.

**2006-2007** : **Lycee du Musee**. | Beirut, Lebanon|

Lebanese baccalaureate, Life Sciences.

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| **EXPERIENCE** |

**Import Pricing Coordinator Feb 2014 – present**

Ghorayeb International freight forwarding Co. ( GIFCO).

* handle all import shipments from all origins up to Lebanon ( Ocean , Air , and Land freight)
* Receive pricing request from clients, customer service, or sales departments and ensure they are answered in a timely manner.
* check the packing list , calculate volume , weight and select the suitable way of moving the shipment
* Coordinate, follow up and negotiate competitive rate with forwarders & carriers.
* performing booking procedures and follow up communication with both operation department and the vendors

**Customer service operations Dec 2011-Dec 2012**

ADMIC– BHV | Beirut, Lebanon|

* Deal directly with customers either by telephone, or face to face.
* Provide information about products and services
* Resolves product or service problems by clarifying the customer's complaint determining

the cause of the problem, selecting and explaining the best solution to solve the problem.

* Receives customer’s requests by telephone, analyzes requests, provides information

Requested or ascertains who can best provide the information, and routes the request to the

proper person.

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| **Internships** |

**BANK MED s.a.l.**

Tarik El Jadida Branch, Beirut, Lebanon

* Got acquainted with the Teller’s duties including handling cash & cheque transactions, transfers and back office paper work. Also offered assistance to customers regarding bank accounts, loans and credit cards.

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| **CAPABILITIES** |
| Possess good communication and organizational skills.Possess good commitment to team environment dynamics with the ability to contribute expertiseCapability to perform under pressure and manage time efficiently |

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| **PERSONAL DETAILS** |

* Nationality: Lebanese
* Marital Status: Single
* Languages: Arabic , English & average in French
* PC skills: MS Office, Microsoft Dynamics NAV, Windows XP, & Internet browsing.
* Interests: Reading, drawing & Outdoor activities

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| **REFERENCE** |

Reference available upon request