

Mahmoud Saati

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Profile Summary:

- Inventory Control & Customer Service experience
- Strong knowledge of orthopedic products
- SAP Experience
- 2 years supervisory experience
- 8 years' experience in a sales support environment

Professional Experiences:

Zimmer Biomet (MENA-Balkans)

Lebanon

CSR-Operations

Aug. 2016 - Pres.

- Maintain relationships with distributors to satisfy, and often exceed, customer's needs by ensuring orders are fulfilled, cases are covered, and service metrics meet business goals
- Establish a Sale Support department that provides friendly response, exceptional service, and meets and often exceeds our customer's needs
- Manage process flow for cycle of kit shipments, returns, and replenishment
- Proactively seek ways through product and case knowledge to gain an understanding of best business practice and implement tools and processes to improve upon the overall satisfaction of our customers
- Work directly with International Customer Service to manage field inventory levels and product availabilities
- Collaborate and communicate with related internal teams around timing, placement, rationalization, etc.
- Deliver daily status reports or documentation and communication around shipments status reports or returns
- Coordinate shipment activities of marketing events for all MENA-Balkans

Biomedic SARL

Lebanon

Customer Service Officer

Mar. 2015 - Jul. 2016

- Communicated and coordinated with operations concerning scheduled surgeries
- Checked warehouse availability before issuing the invoice
- Made sure the Sales Orders matches with the sales manager and customers or hospitals requests
- Checked if sales orders are issued for all operations
- Prepared Pro-forma Invoices (Pre-Op. & Post Op.)
- Created invoices, and modified them upon request
- Made sure all orders are invoiced and mentioned on operations schedule on daily basis
- Confirmed scheduled operations with hospital before delivery
- Handled and resolved customers or hospitals complaints
- Transferred the consigned warehouse
- Issued sales returns
- Built and maintained strong customer relations externally, as well as, across all areas of internal business including marketing, purchasing, regulatory, finance, etc.
- Informed customers or hospitals of what products are sold and work with them to place orders accordingly

Lunch Break SARL

Lebanon

Restaurant Manager

Feb. 2014 - Feb. 2015

- Ensured safety/sanitary policies are well implemented in store
- Recruited, trained, and supervised employees
- Managed all store operations (P&L, sales, inventory, merchandising, price change, etc.)
- Maintained good customer relations and service standards
- Liaised & Planned with corporate suppliers to meet F&B delivery timeline and quality

Beirut Container Terminal Consortium (BCTC) (a partner of International Port Management (IPM) Lebanon
Customer Service Intern Nov. 2013 - Jan. 2014

- Prepared & Tracked invoices
- Sorted incoming courier deliveries for distribution
- Ensured logistical files are put together as appropriate
- Reviewed packaging material to ensure compliance and quality

Starbucks Coffee Company (a part of Al Shayaa Group) Lebanon
Assistant Store Manager Oct. 2010 - Oct. 2013

- Managed 3 different stores within the same compliance standards and food regulations
- Reported P&L, sales, inventory, and merchandising
- Supervised inventory & Forecasted stock losses
- Introduced training programs that enhance employee performance to build a motivated team

Shift Supervisor Sept. 2007 - Sept. 2010

- Handled store operations during Assist. Manager's absence (cash handling, safety & security, etc.)
- Supervised sales team to meet agreed sales target

Education:

American University of Beirut Lebanon
Marketing and Management Jun. 2016 - Pres.

Lebanese International University (LIU) Lebanon
Information Technology (IT) Oct. 2001 - Jun. 2003

Professional Certifications:

American University of Beirut (AUB) Lebanon
Certificate of Completion in Concepts & Applications in Quality and Accreditation Jun. 2015

Professional Development:

- Retail Management Training Program, Effective Management Practices
- Shift Supervisor Training Program, People Management & Floor Supervisory Skills

Awards:

- Starbucks Coffee Company - Moves of Uncommon Greatness (M.U.G.), outstanding customer service
- Starbucks Coffee Company - Bravo performance award, outstanding achievement on service, sales and savings

Expected Areas of Competence:

- Team builder
- Positive attitude and ability to create a culture of superior service
- Proactive problem-solver and solution provider
- Ability to communicate and coordinate across multiple levels of the company and teams
- Ability to train teams on system tools, sales order processing, case management, etc
- Microsoft Office, Excel, Micros, Dolphin, SAP

Languages:

Arabic (Native), English (Fluent), French (Basic)

References upon request