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|  | **Ali Haydar** |  Phone : +(961) 70-900752 E-mail: ali.haydar02@lau.eduBeirut, Lebanon |
| Objective | My main goal is to get a job where I can use, develop my working skills and qualifications, because having a good working experience is the key behind every success, and becoming able to face every difficulty, scenario, in the work field |
| Education | **2013 - 2015** **Lebanese American University (LAU)** Beirut, Lebanon*Master of Business Administration*GPA: 3.68 over 4.0**2009 – 2012** **Lebanese American University (LAU)**Bachelor Of Science In Business Beirut, LebanonEmphasis: Banking & FinanceGPA: 3.15 over 4.0*Highschool* **Saint Georges High school**Distinction (very good) Beirut, Lebanon  |
| Relevant Coursework | Financial Management/Financial Markets and Institutions/ Accounting Management / Financial Modeling. |
| Work Experience | **June 2016 – November 2019**Operations Supervisor at Ultra Maritime Services ( UMS )* Duties:
* Receive Delivery Orders from Customers
* Sending Shipping Orders to the mother company before the arrival of the vessels.
* Registering vessels and paper works in port management.
* Providing customers with release forms.
* Operating & Supervising Maersk Line Vessels
* Finishing Maersk Line formalities with customs & immigrations
* Making sure that operations go based on plan

**February 2014 – August 2014**Sales Executive Agent at Safmarine, Lebanon.* Duties:
* Provide customers with price quotations.
* Follow up with customers to make sure that they are satisfied with the price that was offered and make sure that they book.
* Update prices, which is done on daily, weekly and sometimes monthly basis and resend the prices to customers.
* Follow up with the market in order to maintain our market share.

**June 2013 – November 2013**Customer Service Agent at Maersk Line, Lebanon.* Duties:
	+ Provide customers with shipment’s information.
	+ Ensure bookings, availability of needed information for the shipment, and if not, contact customers*.*
	+ Send customers all the papers that they ask for, in an organized way and directly. Gaining knowledge and experiences across the import and export department

**June 2012 – September 2012**Customer Service Agent at Safmarine, Lebanon.* Duties:
	+ Provide customers with shipment’s information.
	+ Ensure bookings, availability of needed information for the shipment, and if not, contact customers*.*
	+ Send customers all the papers that they ask for, in an organized way and directly. Gaining knowledge and experiences across the import and export department.
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| Technical Skills | Microsoft Office: I enjoy developing my Computer Skills especially that with my work at Maersk and Safmarine, we used to have many training sessions to learn on how to use new systems within a short period of time. Competent with all Microsoft Office programsand Experience with HTML**.** |
| Interests and Activities | • Reading, playing sports, traveling and meeting new people.• Support team work. In college, I have worked with different teams. I was always chosen as the leader and to be the one to present the projects. I love communicating and being able to share the ideas/thoughts of the presentation in a way for the audience to understand the purpose and goal of the project. As a customer service agent, team work played a huge role in my job.• Finishing job early and on time is a main goal for me where leaving my tasks to be done later is considered by me a liability for me and waste of the company’s time.• Goal oriented, strong analytical skills, computer literate & good communication skills. |
| Languages | English (fluent), French(fair), Arabic(Native Language). |
| Nationality | Lebanese |
| References | Available upon request |