**Michel**

[Michel.206014@2freemail.com](mailto:Michel.206014@2freemail.com)

Abu Dhabi, UAE

**Education**

* Arabic Academy for Science, Technology and Maritime Transport: College of International Transport and Logistics, Bachelor degree in Trade Logistics & International Transport Management-English Section. Grade Point Average: 3.0 (2007-2012)
* St. Fatima American School, American diploma (2005-2007)

**Work experience**

**United Parcel Service (UPS), Sales Executive (12/2015-01/2017)**

* Establishing partnerships with customers in order to create corporate accounts.
* Following up with existing customers to ensure continuous satisfaction.
* Installing and updating software for customers along with leading training on the given software.
* Implementing problem solving strategies in order to improve customer experience.
* Delivering company proposals to customers and increasing customer base.
* Preparation of sales reports.
* Arranging market insight through the monitoring of competitors and organization of relevant market data.

**Swiss Garments Company, Import Logistics Coordinator (06/2015–11/2015)**

* Setting tenders and negotiating freight chargers between freight forwarders.
* Managing transport network from supplier till warehouses including paperwork, customs, trucking and freight chargers.
* Co-ordination between warehouse and purchasing, also issuing monthly reports of shipments situation to keep purchaser updated with any delays, and the warehouse in case of shortage or surplus at stock.
* Following up with custom clearance personals, also responsible for the GAFI paperwork.
* Assuring delivery of shipments as per due date, and keeping an updated log for all the shipments.
* Working to achieve best container utilization.

**Training experience**

* Vodafone Egypt, customer Services UK Department. (Spring 2012)
* Advanced Vision Mechanical Company, K.S.A, Quality Control Department. (Summer 2011)
* Mahmood Saeed Beverage Industry K.S.A, Quality Control Department. (Summer 2010)
* AnasiaTrading Co. Ltd. K.S.A, Logistics Department. (Summer 2010)
* DSV Egypt, Sea Export Department. (Summer 2009)
* PepsiCo Bugshan K.S.A , Logistics Department (product availability) (Summer 2009)
* King Fasial Specialist Hospital Emergency Department K.S.A,working as a P.C.A

(Summer 2008)

**Courses**

* Completed a course in basics of supply chain management at the American Chamber Of Commerce in Egypt. (Summer 2014)

**Personal skills**

* Exceptional persuasion & negotiation skills
* Works effectively with a team
* Leadership skills
* Language: Arabic: (native language), English: (fluent)

**Computer skills**

* Microsoft office (Word, Power Point and Excel)

**Personal information**

* Date of Birth: June 26, 1990
* Place of Birth: Cairo, Egypt
* Nationality: Egyptian
* Marital status: Single
* Military status: Completed
* Saudi Arabian Driving Licence

**References are available upon request.**