

Nahil Sameer Mrebe'

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Amman-Jordan

Personal Details:

Date of Birth: November 15, 1992

Place of Birth: Jordan

Nationality: Jordanian

Personal Traits & Attributes

- Strong leadership and team management skills.
 - Excellent communication and problem solving abilities.
 - Very good computer skills (MS Excel, MS Word, MS Power point)
 - Quick learner and always seeks to expand my knowledge.
 - Work hard under pressure and with different environment.
 - Time management skills.
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Summary

Highly skilled in Airfreight Import with 9 years of experience in (AFI)
Proficient in overseeing import documentation, optimizing operational workflows.
Adept at leading teams to achieve departmental objectives while delivering exceptional customer services. Strong communicator with track record of problem solving and maintaining positive relationships with stakeholders.
I am looking for an opportunity for growth, advancement to match professional background.

Work Experience

❖ April 2015 – Till present: Salam Shipping and Forwarding (NAOURI GROUP)

Job Title: **Air Freight Import Supervisor (from 2023 till present)**
(Operation Department)

Core responsibilities:

- Managing airfreight import operations team, ensuring compliance with regulations and company policies.
- Carrying out shipping and booking for import shipments through the Logistaas system.
- Handle customer complaints and follow up on the implementation of required corrective actions.
- Prepare weekly reports.

- Arrange and coordinate with my team all shipping procedures such as:
 - Coordinate shipments with airlines and freight forwarders.
 - Communicate with clients to provide updates on shipment status and resolve any issue.
 - Track shipments.
 - Handle documentation related to import transaction.

Senior Air Freight Import (from 2019 till 2023)

Air Freight Import officer (from 2015 till 2019)

Core responsibilities:

- Requesting airfreight rates from worldwide agents.
- Making airfreight offers to the client.
- Offering our services to clients by phone (indoor sales).
- Following up pending offers with clients.
- Following up airfreight shipments until booking is finalized.
- Sending routing orders to worldwide agents and giving instructions to issue AWBs.
- Issuing delivery orders and release them to clients clearing agents once shipments arrive.
- Issuing invoices after completing the service.
- Making monthly accounting data sheet.

❖ April 2014-April 2015: Jordan Kuwait Bank

Job Title: Customer Service and Teller.

❖ November 2012 - November 2013: Azadea Group – Amman, Jordan

George Store – Mecca Mall

Job Title: Customer service, Sales.

❖ April 2012 – July 2012: Ehna Laba’ad Association–Amman, Jordan

Job Title: Secretary.

❖ August 2010 – August 2012: CMT, GO Direct, Insight, Harley Davidson

Job Title: Promoter.

Education

❖ 2010-2014: The Hashemite University – Al Zarqa -Jordan

Faculty of Economics and Administrative Sciences

Bachelor’s Degree in business administrative.

GPA 3.14 (Very Good)

❖ 1996-2010: Lady of Nazareth College (LNC)-Amman, Jordan

Baccalaureate – Tawjihi Literary Stream (89%)

Training Courses

- Exceptional customer service.
- Change management.
- Time management and work under pressure.
- Self-development.
- Protocol and etiquette art.
- Artificial Intelligence.

Languages

- Arabic: mother language.
- English: Good command in writing, reading and speaking.