

Batoul Seif Eddine

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Professional Summary

Experienced Logistics and Operations Coordinator with a background in dispatching, fleet coordination, and remote team supervision within the U.S. logistics industry. Skilled in shipment tracking, load planning, problem-solving, and ensuring efficient daily operations in fast-paced environments.

Professional Experience

Dispatcher, Team Lead & Operations Coordinator Bravo Express Inc. (Remote) | Jan 2024 – Jun 2025

- Coordinated logistics operations for more than 100 drivers across the United States.
- Managed load planning, shipment tracking, and delivery scheduling to ensure operational efficiency.
- Supported and supervised a remote dispatch team while ensuring smooth workflow and compliance.
- Resolved operational issues, delays, and on-road incidents in a timely manner.
- Maintained communication with customers and carriers to ensure service quality.

Operations Supervisor

Star Salon & Spa – Intercontinental Hotel Muscat | Sep 2022 – Nov 2023

- Managed daily operations and staff scheduling to ensure efficient workflow.
- Handled customer relations, complaints, and service quality improvements.
- Performed administrative duties including scheduling, payments, and record management.

Education

Master of Business Administration (MBA) – Marketing Lebanese International University

Bachelor's Degree in International Business Management Lebanese International University

Skills

- Logistics Coordination & Dispatching
- Fleet & Driver Management
- Operations Coordination
- Team Leadership & Supervision
- Shipment Tracking & Load Planning
- Customer Relationship Management
- Problem Solving & Decision Making
- Time Management & Multitasking
- Remote Team Communication
- Slack & Operational Coordination Tools

Languages

- Arabic — Native
- English — Advanced
- French — Advanced