

## **Saad Al-Arab**

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### ➤ **Objective**

My goal is to become associated with a company where I can use my skills and gain further experience while enhancing the company's productivity and reputation. I'm highly motivated, organized, and I enjoy special experience in the field of customer service.

### ➤ **Education**

2016-2017 Institut Technique Industrielle (ITI)-Dekweneh  
**LT – Renewable Energy**

2015-2016 Institut Technique Industrielle (ITI)-Dekweneh  
**TSII – Heating and cooling**

2014-2015 Institut Technique Industrielle (ITI) - Dekweneh  
**TSI – Heating and cooling**

2013-2014SSCC, FakihaRasBaalbeck Official high school  
**Baccalaureate (Economy and Sociology)**

### ➤ **WORK EXPERIENCE**

**October 2018 – December 2018 (UNICEF, educational supervisor)**

- Preparing teacher schedules on a weekly basis.
- Preparing monthly payroll for teachers and supervisors.
- Productivity reports regarding classes, students and teacher performance.
- Teacher and class supervision; overseeing that everything is running smoothly, problem solving, allocation of resources when necessary.

**November 2014 - Present (Kidzmondo Beirut, Educator/ retail agent)**

- Training new employees on the work flow, conduct codes, and technicalities of the position.
- Communicating, consulting and co-operating with other members of the staff, including those having posts of special responsibility and parents/guardians to ensure the best interest of children;

- Maintaining a proper and effective work environment, insuring discipline and problem solving when necessary.
- Preparing daily schedules (break times and station assignments) as a training.
- Employee supervision and ensuring all stations are run smoothly and customers are happy; receiving customer complaints, solving problems, time managing activities and coordinating with various departments to ensure operations run without any issues.

➤ **Activities and Workshops**

- Communication skills
- Kids Proof
- First Aid

➤ **Training**

- Repairing of electronics appliances With Abdullah Rifai (Private work)
- Customers services – Kidzmondo
- Communication skills – Kidzmondo
- Kids guard – Kidzmondo
- Democracy, electoral reform, corruption eradication, media and social media – Bekaa Organizations Capacity Building Project.

➤ **Skills**

- Well-versed in MS Office programs.
- Strong teamwork skills with a profound ability to work under stress.
- Able to take initiative and execute administrative duties in a flawless manner
- Reliability and Trustworthiness, Good presence, self - confident, teamwork abilities
- Hands on experience in managing several tasks at the same time.
- Demonstrated analytical and critical thinking skills
- Passion for working in a fast paced and result oriented environment

➤ **Language**

- French (Fluent)
- English (Good)
- Arabic (Mother Language)

➤ **Hobbies and Interest**

- Running – Swimming

➤ **Reference**

- Amanda El-Sayed: 70 817 292 (Coordinator at kidzmondo)