

## **Nour Muttran**

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### **About Me**

I'm a very motivated person, I love what I do which makes me a very quick learner and helps me excel.

I consider myself to be a good team leader, I abide by my company's policies and rules, I'm usually very punctual, and one of my best features is that I always have very creative solutions for all the tasks requested of me & work under pressure.

In addition, I am a digital influencer & blogger/Instagrammer, I have collaborated with many local and international companies.

### **Tools & Training:**

- Sysomos
- Blue print certified.
- Media fundamental training.
- The right mobile assets training- certified.
- YouTube content creation- certified
- Hootsuite
- Social Baker
- Pulsar
- Facelift publisher.
- Facebook Business Manager

### **Experience:**

**Regional Senior Social Media Executive at OMD MENA for Azadea F&A SM platforms (since February 2017 till present)**

#### **❖ Duties and responsibilities:**

- Community management
- Content creation and recommendation
- Weekly & monthly calendars.
- Monthly & seasonal reports.
- Listening & flash reports.
- Content strategies & new content optimizations.
- Online activations & competitions.
- Client servicing.
- Direct contact with the client and making sure all tasks are done.
- Responsible of all social engagement activities.

### **Social media Specialist: Yellow Pages Lebanon (one year)**

#### **❖ Duties and responsibilities:**

- Responsible for creating website content, design, and data entry on So-local templates (for website).
- Handel all social media platforms
- Prepare and supervise the weekly and monthly calendar.
- Prepare weekly and monthly reports.
- Coordinate all Events related to the company and cover all updates on social media.
- Run competitions and giveaways through social media platforms.
- Content creations and posting.
- Advertisements and boosting.
- Prepare ads budget.
- Set a strategy plan for the page.
- Responsible for customer support

### **Freelance: Pages I managed and still managing now:**

- My personal Blog IG page & my online brand: . Instagram page: @nourmuttran & @triplefBynour.
- L'organique Family Wellness and Care. Instagram: @Lorganiquelb
- Noiva's Brides Boutique

### **Intern at Mike Sport. (1 month)**

### **Kidzmondo Company: Airport Coordinator (25 March 2013 -Till Feb -2016)**

#### **❖ Duties and Responsibilities:**

- Responsible for both P.O.S, and C.S.R operations.
- Leading a team of 15 employees.
- Complete the weekly, daily schedule, L.O.A and monthly payroll for the Educators.
- Evaluating the employees.
- Customer service Orientation
- Solving Problems.
- Enforce the company's word of conduct and S.O.P.
- Training and assisting the employees.
- Sending emails and daily reports to the managers and the HR.
- Responsible of the stationary requisitions.
- Following up with both maintenance and safe & Healthy Department when needed.
- Opening and closing the P.O.S accounts for all the employees.
- Maintaining direct relationship with both Airport manager and MD.

### **Education**

**Business & Marketing Management at Arab open university**

**English literature at the Lebanese university (2008\_2009)**

### **Skills**

- Excellent interpersonal & communication skills.
- Analytic & problem-solving skills.

- Strong Management & Leadership skills and effective team player.
- Willingness to take on added responsibility, and to work under pressure.
- Decision making skills with high level of accuracy.
- Top performing, Customer Service-focused sales professional.
- Computer & Internet (Microsoft Office: Word, Excel, Power Point, and outlook).
- Well organized, hardworking, willing and eager to learn new things.
- Natural leadership abilities, very good teamwork and communication skills.

### **Highlights**

- Had full training about customers' service at both of M.E.A and KidsMondo.
- Had full internship about sales and Marketing at Arabia insurance Company.