



# Marwa Abed Ali

## Operations Manager

Ambitious and highly motivated person, seeking a job involving responsibility and working with others as team member/leader in order to achieve advancement and growth of the company



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Beirut, Lebanon



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## SKILLS

Conflict Management

Influencing and leading

Active Listening

Analytical Thinking

Interviewing and Training

## VOLUNTEER EXPERIENCE

### Google UX Trainer GDG

12/2019 – Present

Google Developer Group

Tasks/Achievements

- Conduct Design Thinking workshops
- Increase the impact on the ecosystem and startups

Salim Abid –  
salimabid@google.com

### Community Social Worker

#### One Hand One Heart

06/2019 – Present

Non-profit association aspiring to brighten the lives of the sick, poor & disadvantaged people

Tasks/Achievements

- Conduct interviews & needs assessments on reported cases

Ibrahim Marji –  
+614 404 999 111

## WORK EXPERIENCE

### Operations Manager

#### Jaleesa

08/2018 – Present

Beirut, Lebanon

jaleesa | An award winning social impact tech startup based in Beirut that connects families with a trusted babysitter

Achievements/Tasks

- Recruitment: Deliver recruitment targets through digital and in-person outreach; interview and train sitters; design and amend babysitter on-boarding pack; develop relations with NGOs to open new supply channels.
- Operations Management: Work with tech team to iterate mobile apps for sitters and parents; manage freelancer payroll process; manage relationships with sitters; investigate complaints and problem resolution; deliver disciplinary measures in case of sitter underperformance.
- Financial Management: Manage cash box of up to \$10,000 USD.
- Client Customer Service: Ensure smooth bookings for customers, liaising with tech team to address bottlenecks; exercise judgement in escalating issues to higher management.

Contact: Angela Solomon – Chief Executive Officer, angela@jaleesa.co, +961 76 651 209

### Customer Service Representative

#### Teleperformance /Touch project

01/2017 – 07/2018

Beirut, Lebanon

touch | The leading mobile operator in Lebanon

Achievements/Tasks

- Handle incoming customer service inquiries in a high volume call center following communication procedures, guidelines and policies.
- Use a CRM system for data entry, customer compliance reporting, and cancellations/upgrades.
- Provide customers with information about products and services and resolve problems by clarifying customers' complaints and following up to ensure resolution.

Contact: Mohammad Abdo – Call Center Manager, m.abdo-teleperformance@touch.com.lb, +961 70 77 66 43

### Lab Technician

#### Khalifa Medical Center

06/2017 – 07/2018

Beirut, Lebanon

Achievements/Tasks

- Technical: perform medical tests; receive, collect and process samples; calculate, log and report results; quality control and calibration of equipment.
- Data: processing, documenting and printing lab results.
- Direct dealing with patients at reception & phlebotomy utilizing exceptional communication skills.

Contact: Dr. Hussein Khalifeh – Laboratory Doctor, +961 3 02 12 44

## EDUCATION

### Graphic Design

#### American Center For Excellence

2020

### Biomedical Sciences

#### Lebanese International University

2016