

Date of birth: 23/06/2000 | **Nationality:** Lebanese | **Gender:** Female | (+961) 70783601 |
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Main Street, Alkhiam , 1st floor , Marjayoun , Lebanon

● WORK EXPERIENCE

05/01/2020 – CURRENT – South of Lebanon, Lebanon

DISTRICT COORDINATOR – LEBANESE RED CROSS YOUTH SECTOR

- Provide assistance in the development and implementation of the Strategy in Marjayoun, Jezzine and Hasbaya.
- Provide technical leadership and design expertise to support executive committees of the centers in the south district.
- Study of project proposals to either give approval or rejection
- Complete detailed strategy write-ups, work plans, and delivers quarterly reports including reviewing reports and from centers in South Lebanon
- Supervise the assessment of Beirut blast
- Development of training sessions and workshops
- Resolve issues and problems
- Trainer and facilitator

20/03/2021 – 20/05/2021 – Beirut , Lebanon

CUSTOMER SERVICE REPRESENTATIVE – CARGOMASTER SARL

Internship

- Help manage current customer accounts.
- Deal with a high volume of inbound and outbound phone calls.
- Maintain relationships with carriers and customers.
- Solve customer and carrier problems and help resolve issues.
- Provide shipment quotes for customers and set up shipments as required by customers.
- Excellent multitasking skills within their work space as well as computer software programs.

04/07/2018 – 14/08/2018 – Beirut , Lebanon

TRAVEL AGENT – EL-AJOUZ TRAVEL AGENCY

Internship

- Selling holidays and insurance
- Meeting profit or sales targets
- Dealing with customer queries and complaints
- Providing advice about visas or passports

● EDUCATION AND TRAINING

10/10/2017 – 23/09/2020 – Beirut , Lebanon

BACHELOR DEGREE IN TOURISM MANAGEMENT – Lebanese University

01/11/2020 – CURRENT – Lebanon

MASTERS IN TOURISM MANAGEMENT – Lebanese University

10/03/2018 – 15/12/2018 – Montreal , Canada

IATA FOUNDATION IN TRAVEL AND TOURISM WITH GALILEO – IATA

16/08/2021 – 01/09/2021 – Copenhagen, Denmark

LEADERSHIP ACADEMY – Danish Red Cross Youth

12/07/2021 – 15/07/2021 – Spain

DIGITAL COMMUNICATION – Centre for the Cooperation in the Mediterranean -Spanish Red Cross

12/07/2016 – 04/08/2016 – Washington D.C, United States

TECHGIRLS PROGRAM – United States Department of State Bureau of Educational & Cultural Affairs - Legacy International

16/09/2020 – 17/09/2020 – Beirut , Lebanon

CERSA CERTIFICATE – Aviation Security Center

15/01/2019 – Beirut , Lebanon

NOTIFICATION OF SUCCESS IN LEBANON DESTINATION EXPERT COMPETITION – Beirut for Travel Sciences (BATS)

15/07/2016 – 22/07/2016 – Washington D.C , United States

JAVA PROGRAMMING – iD Tech Camps

28/04/2018 – 29/04/2018 – Beirut , Lebanon

VOLUNTEER MANAGEMENT – Lebanese Red Cross supported by Spanish Red Cross

● LANGUAGE SKILLS

Mother tongue(s): **ARABIC**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C2	C1	C1	C1
ITALIAN	A1	A2	A1	A1	A1
FRENCH	A2	B1	A1	A1	A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

Outlook

Microsoft

Microsoft Access | Microsoft Excel | Microsoft Word | Microsoft Powerpoint

Platforms

Google Docs | Web (HTML, CSS) | Google Drive

Personal Skills

Critical thinking | Piano Playing | Strategic Planning | Decision-making | Organizational and planning skills | Team-work oriented | Presenting | Good listener and communicator