

# Razan Eid

## Business Computer (MIS)



Bchamoun, Aley, Mount Lebanon



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1998-08-11

### Professional Summary

Highly motivated and dedicated team worker. Looking for an opportunity in an organization which gives me a platform to enrich and utilize my overall skills in such a manner that it proves to be an asset in every state of the business, thus allowing me to give my best for the growth of it.



### Experience

#### Ethos

*Digital Project Coordinator*

Responsible for:

- Developing detailed designs, plans, and monitoring progress as well as writing up reports.
- Liaising with relevant teams, clients, and managers for the duration of the project.
- Establishing good relationships with clients and other professionals.
- Using content management systems and project management software.
- Analyzing project requirements.
- Quality Assurance and Google Analytics Data.

#### Ethos

*Social Media Manager*

Responsible for:

- Observe and evaluate online media as well as other relevant digital communication channels.
- Develop social media campaigns and strategies in collaboration with clients and account teams.
- Prepare reports summarizing the results of social media insights.
- Rewrite the copy in light of internal and client feedback/instructions.
- Make Content Calendar monthly with theme of the month, post ideas and post captions.
- Contact the graphic designer for making the visuals referred to each post idea.

### Hiring Agency

*Social Media Specialist*

Responsible for:

- Monitor and analyze online media and other relevant digital communications channels.
- Work closely with clients and account teams on the development of social media programs and strategies. Prepare reports summarizing the results of social media campaigns.
- Content creation across all our own social media platforms, website and email.
- Bolster your network by interacting with industry professionals and influencers via social media.
- Collaborate with sales and marketing teams to develop social media strategy.

### Freelancer

*Copywriter*

Responsible for:

- Writing content for a website that is straightforward and error-free.
- Collaborate with clients to edit and amend material in order to satisfy their content needs
- Work with designers.
- Comprehend project needs, interpret copywriting briefs.
- Research and understand the client's needs and target audiences, through online searches, reviews of existing research, interviews with subject matter experts.
- Rewrite the copy in light of internal and client feedback/instructions.

04/2022 - Present

11/2021 – 05/2022

05/2021 – 02/2022

01/2020 – 11/2021

10/2019 – 01/2021

05/2019 – 08/2019

01/2019 – 03/2019

10/2016 – 09/2019

2015 - 2016

## Sawary Resort and Hotel

Reservation Agent

Responsible for:

- Process booking requests from customers.
- Ensure that all provided container reservation details are correct.
- Communicate with customers and with our other departments in a professional manner
- Remain up to date with all the promotions in and around the hotel and follow established procedures to process all room reservations, rates, confirmations, hotel facilities, etc.
- Processing payments and sending confirmation details to customers.
- Answering any questions customers might have about the reservation process.

## UPEL

Web Developer

Responsible for:

- Developing new skills in .NET (Visual Basic).
- Analyzing the performance application.
- Interacting with the directors in order to understand their problems and needs to know the content of the application needed.
- Prepare weekly reports on the shape and development of the application.
- Gathering, documenting and analyzing information, needs and requirements.
- Identifying opportunities for improvement of the app.

## Internal Security Forces

Web Developer

Responsible for:

- Gather the necessary information and implement them in the project
- Communicating with the directors and team to make sure that accurate requirements are achieved.
- Developing new skills in Oracle (Form Builder)
- Analyzing the performance in a weekly report.



## Education

### Bachelor of Science - Management Information System

Lebanese University - Faculty of Technology

### Baccalaureate 2 – Life Sciences

Tannoukhieh National School



## Skills

- Microsoft Office Tools (Excel – Word –PowerPoint)
- Python, .Net, PHP, JavaScript, C++, WordPress
- HTML5, CSS, Bootstrap, React
- MySQL, T-SQL, Oracle
- Mobile Application: Android Studio
- Operating System: Linux



## Accomplishments

### Online Certificates:

- Python Programming
- Front-End Web UI Framework and Tools: Bootstrap4
- WordPress



## References

Available upon request