

Sara Attieh

Contact

Lebanon
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Key Skills

Strong communication skills
Strategic planning & analysis
Management & organization
Operational leadership
Microsoft Office (Outlook/
Word/ Excel/ Power point)

Languages:
Arabic Native
English & French (Excellent
oral and written
communication)

Activities and Interests

Hiking
Tennis
Fitness
Camping

Objective

To obtain a position that will enable me to use my strong managerial and organizational skills, award-winning educational background, and ability to communicate and work well with people.

Experience

August 2021—June 2022

Manager • SK beauty lounge • Fairmont Hotel, Dubai

- Provided all services offered by the lounge
- Monitored lounge supplies and equipment
- Supervised staff and encouraged teamwork
- Managed set budgets and revenues
- Controlled stock levels including inventories and prepared purchase orders
- Created and distributed promotional material to attract clients
- Resolved client complaints and ensured that they are serviced effectively
- Ensured that the lounge is clean and well maintained at all times
- Oversaw daily lounge operations
- Maintained records of staff members which includes their salaries and working schedules
- Tracked the payments received from clients

October 2016—July 2021

Project Procurement & Maintenance Manager • Josons company • Jounieh, Lebanon

- Established project processes and managed team of maintenance technicians and supervisors
- Reviewed the annual budget and monitored the budget allocation
- Managed the inventory
- Looked for new plans to improve productivity and cut costs
- Approved purchase orders budgets after reviewing the quotations submitted by the approved suppliers
- Prepared Electrical and Mechanical job descriptions (HVAC- CCTV- Generators- Electricity- Anti Theft system- Intrusion system- Low current- High current- Plumbing etc..)

- Negotiated contracts, terms and deadlines with suppliers
- Created the purchasing standards and leaded the negotiation of costs, terms and conditions with suppliers
- Established a contingency plan in order to ensure time and cost effectiveness
- Planned and oversaw all repair and installation activities
- Managed daily, weekly and monthly preventive maintenance program
- Followed each project plan from A to Z

July 2012—August 2016

Assistant customer care Manager • Khoury homes • Dora, Lebanon

- Supervised the daily operations of the customer service department
- Interacted with customers and handled customer queries and complaints in a timely manner
- Made weekly and monthly reports
- Supervised customer service team and ensured they are delivering good customer service
- Created effective customer service procedures, policies and standards
- Trained activities for new and veteran agents to learn new skills and perform effectively
- Recorded customer interactions and detailed taken actions
- Maintained customer files and databases
- Set customer service goals for team members and helped them reach those goals
- Handled calls when needed to monitor queue and statistics

August 2009—June 2012

Administrative assistant • Sport et loisir • Zouk Mikael, Lebanon

- Handled administrative requests and queries from senior manager
- Organized and scheduled meetings and took detailed notes
- Prepared tags, barcodes and transfer papers for shops
- Monitored shops invoices
- Transferred the daily income from office to bank
- Carried out administrative duties such as filing, scanning, copying etc.
- Maintained polite and professional communication via phone and Email
- Checked the stock and managed the inventory
- Ensured preventive maintenance requirements
- Ordered supplies for office and shops
- Conducted data entry

Education

June 2014

Bachelor of business management • Arts, Science & technology university
in Lebanon • Kaslik, Lebanon

References

Available upon request