

RAWAN HAMIDI SAKR

Beirut, Lebanon

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Profile Summary

- Well developed analytical,time management,team work and communication skills.
- Fluent in English,French,Spanish and Arabic.
- Excellent working knowledge of Asana,Canva,Hubspot and video editor.

EDUCATIONAL BACKGROUND

GBSB Global Business School, Madrid, Spain

MSc in Digital Marketing and E-commerce

July 2022

Lebanese American University, Beirut, Lebanon

Teaching Diploma

July 2015

BS in Business Administration with emphasis in Management

Feb 2012

WORK EXPERIENCE

Edukko

Oct 2022 – Dec 2022

Marketing Intern

- *Performing market analysis and research on the latest trends*
- *Creating and managing email campaigns and social media content*

Aramex

Operations Team Member

Apr 2017 – Jan 2020

- *Managed customers and provided routing information and shipping instructions ensuring on- time delivery*
- *Managed the day-day planning and tracking product shipments according to customer requirements*
- *Responded to customer inquiries, clarifications and complaints to efficiently resolve shipping issues*

General Electric

HR Project Administrator (contract)

May 2016 – Aug 2016

- *Managed the contract preparation and ensured that all HR records are up-to-date*
- *Provided administrative support to the human resources function as needed (e.g., record keeping, file maintenance, HRIS entry, etc.)*

American Community School

Assistant to the high school principal (Substitute)

Dec 2015 – Feb 2016

- *Provided accurate reporting for daily attendance activities, and developed various administrative reports*
- *Promoted public relations and liaison services between internal and external stakeholders of the school*

Lebanese American University

IT Helpdesk Assistant

Sept 2014 – Jan 2015

- *Managed and handled the logging of all calls in the remedy helpdesk database*
- *Assisted in solving general inquiries from students and staff related to network, telecom, and hardware problems such as: Wi-Fi connection, general support for classroom computing devices*

Engineering Design and Manufacturing

Feb 2013 – Nov 2013

Trainee

- *Assisted in developing a case study on the Human Resources department and its main functions*
- *Ensured daily follow-ups with customers and prepared sales leads, offers and maintenance contracts*

Franchise Business Consultants

Sept 2012 – Nov 2012

Intern

- *Assisted in the development of “Franchise Development Program” for specialized restaurants*
- *Participated in the preparation of the Dandy franchise agreement*

Intern

- Conducted a case study about change within MEA and presented it to senior leadership manager
- Conducted an analysis about change and then developed reports on how employees within MEA departments coped with change

EXTRA-CURRICULAR ACTIVITIES

- Active member in LAU Red Cross and in the Social Work Club
- Hobbies: Photography, Reading, Swimming and Ping Pong

References

- Dr. Paul Moran
Professor at GBSB Global Business School
Madrid, Spain
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- Mrs. Nadine Mashmoushi
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