

ELIE KOLAJIAN

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Beirut Lebanon

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EXPERIENCE

Senior Content Creator

SOCIALEYEZ

- 08/2021 - Present Dubai, United Arab Emirates
- Providing guidance and mentorship to junior copywriters.
 - Crafting clear, engaging, and persuasive copy for various platforms. Collaborating with account managers and clients to understand objectives and brand voice.
 - Leading brainstorming sessions and fostering a creative environment.
 - Developing comprehensive content plans in collaboration with teams.
 - Staying updated on industry trends and technologies.

Digital Marketeer

ZAATAR W ZEIT

- 02/2023 - 09/2023 Zouk Mosbeh, Lebanon
- Strategizing, executing, and optimizing digital marketing campaigns. Collaborating with external partners for campaigns and collaborations.
 - Creating engaging stories and reels aligned with brand identity.
 - Editing high-quality photos and videos.
 - Monitoring and analyzing campaign performance.
 - Staying updated with digital marketing trends.
 - Planning and scheduling content releases.
 - Engaging with the online community.

English Copywriter

SOCIALEYEZ

- 08/2021 - Present Dubai, United Arab Emirates
- Writing clear and error-free content for major entities.
 - Collaborating with teams to understand client messages and brand voice.
 - Guiding visual creation and providing references.
 - Creating content plans.

Social Media Monitor

INTERNATIONAL ORGANIZATION FOR MIGRATION

- 04/2022 - 05/2022 Beirut, Lebanon
- Monitoring online platforms for political contestants and key figures. Tracking campaign strategies and identifying information manipulation efforts.
 - Analyzing social media portrayals and contributing to reports.

Manager on Duty-Call Center

9MILES SAL (ROADSTER DINER, DEEKDUKE, AND BARTARTINE)

- 01/2021 - 08/2021 Beirut, Lebanon
- Developing objectives and setting schedules.
 - Conducting briefings and general meetings.
 - Planning and tracking call center statistics.
 - Handling individual interviews and open days.
 - Coaching and training personnel.

EDUCATION

BA in Audiovisual Arts

Al Kafaat University

2014 - 2018 Ain Saade, Lebanon

TRAININGS/COURSES

Google IT Support Certification

Essentials of Disability & Inclusion

General Safety & Crisis Management

Train the Trainer

STRENGTHS

- Excellent Communication Skills
- Fast Learner
- Punctual & Organized
- Effective Team Member

LANGUAGES

Arabic Native	●●●●●
English Proficient	●●●●●
French Proficient	●●●●●
Armenian Beginner	●

SKILLS

- Microsoft CRM Dynamics
- Office Suite Squirrel POS
- Meta Business Suite
- Adobe After Effects Google Docs
- AVID G-Suite
- Adobe Photoshop ProTools SQL

EXPERIENCE

Shift Supervisor-Call Center

9MILES SAL (ROADSTER DINER, DEEKDUKE, AND BARTARTINE)

📅 01/2020 - 01/2021 📍 Beirut, Lebanon

- Training new team leaders.
- Coordinating with the brand's account managers.
- Managing budgets, labor costs, and financials.

Call Center Team Leader

9MILES SAL (ROADSTER DINER, DEEKDUKE, AND BARTARTINE)

📅 06/2017 - 01/2020 📍 Beirut, Lebanon

- Team monitoring.
- Setting daily team breaks and the weekly schedule. Extracting daily reports and sending detailed reports to the management team.
- Analyzing daily call details.
- Monitoring the online mobile application.

Call Center Operator

9MILES SAL (ROADSTER DINER, DEEKDUKE, AND BARTARTINE)

📅 05/2015 - 06/2017 📍 Beirut, Lebanon

- Taking delivery orders over the phone.
- Submitting delivery orders received through online platforms such as Zomato & Toters.
- Following up with customers.
- Handling the follow-up line and solving instant challenges.
- Accomplishing daily tasks such as call details analysis and data entry.

Content Creator-Brand & Social Media Manager

FREELANCE

📅 01/2019 - Present 📍 Multiple

- Creating websites and claiming domain names.
- Branding, packaging, and product identity.
- Content creation (images, videos, reels, stories).
- Logo design.
- Managing social media officers.

Marketing Officer

AKU - AL KAFAAT UNIVERSITY

📅 12/2016 - 07/2016 📍 Ain Saade, Lebanon

- Generating posts and stories.
- Editing photos and creating captions.
- Handling Open Days and liaising with sponsors.

FIELD EXPERIENCE



GITEX Global Live Coverage

2022 - 2023



Photo Shooting Sessions

- Digital Menu by Leo Burnett H&C for Roadster Diner.
- New Menu by Feer McQueen for Zaatar w Zeit.



End-of-Studies Projects

Actively involved in various projects during university studies.

INTERESTS



New Technologies



Social Media trends



Continual learning & skill development.