

# NATASHA TRAD

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## PROFESSIONAL EXPERIENCE

**38 Management, Customer Success Operations Manager** *Jul 2023 – Present*

- Leading departmental operations by interviewing and hiring employees, overseeing client onboarding to ensure smooth and successful integration, serving as the primary stakeholder for addressing discrepancies, and setting and achieving key goals and objectives with a 100% completion rate across all functions
- Enhancing team performance by implementing employee evaluation processes, assigning targeted objectives, and recommending relevant training courses, resulting in a 25% increase in overall productivity
- Providing strategic insights through comprehensive monthly reports to Managing Partners, supporting data-driven decisions and fostering a collaborative team environment, improving team competency

**Netvariant, Copywriter and Community Manager** *June 2022 – July 2023*

- Produced high-quality content for the company website and blogs, enhancing online visibility and engagement, resulting in an increase in site traffic
- Drafted, reviewed, and edited contracts, business proposals, and pitch decks, while also managing client-developer relations as a liaison, aligning goals through strategic KPIs, which contributed to an increased success rate in securing new business deals and an improvement in project delivery timelines
- Copywrote for clients and conducted meetings on behalf of developers, ensuring consistent brand messaging and client satisfaction, leading to improved client retention rates.

**Sagesse High School, Social Studies & Life Skills Teacher** *Sep 2022 – Sep 2023*

- Instructed 10 classes across both Lebanese Program and American Program sections for grades 7 through 9, covering Social Studies and Life Skills, impacting over 200 students annually
- Implemented Student-Centered Learning strategies and interactive classroom techniques, resulting in a 25% improvement in student engagement and participation
- Developed and delivered tailored lesson plans, ensuring curriculum alignment and fostering essential life skills, contributing to a 10% increase in student performance on standardized assessments

**Data Broom, Content Marketing Leads** *Jan 2021 – Sep 2021*

- Created and developed weekly blogs from scratch on topics requested by management, successfully delivering 100% of content on time
- Collaborated closely with management to ensure blog content aligned with business goals and target audience interests, contributing to a growth in subscriber base

## EDUCATION

**Notre Dame University, BA in Political Science & International Affairs** *Sep 2018 – Jun 2022*

- Awarded the Academic Scholarship (75%)
- Graduated with the Summa cum laude Highest Distinction with a GPA of 3.82/4.0
- Deputy Head of Academic Training of the NDU MUN

## EXTRACURRICULAR EXPERIENCE

**Les Scouts du Liban, Administrative Team** *Sep 2009 – Present*

In my 15<sup>th</sup> year, I manage activities for a group of 120 members showing professional communication and leadership skills

**Model United Nations, Deputy Head of Academic Training** *Sep 2014 – Jun 2019*

Organized annual Model United Nations Conferences made up of 6 committees and welcoming up to 450 delegates

**Lebanese Research Center for Migration and Diaspora Studies (LERC), Profiling** *Feb 2019 – Jun 2019*

Handled the profiling for the Lebanese Immigrants, in service of research and development

**Lebanese National Energy (LNE), Head of Logistics** *Nov 2018*

Organized and handled the logistics of the entire conference and its four panels, including their translation

**Students' Organization, President** *Sep 2016 – Jun 2018*

Was nominated to manage the work of 4 student-initiative committees & fundraising \$20,000 in 2018

**Students' Council, Vice-President** *Sep 2013 – Jun 2018*

Was elected to represent the students' body and raise voices being my class's delegate for 6 consecutive years

## SKILLS & PERSONAL

**Languages:** English (native/fluent), Arabic (native/fluent), Spanish (conversational), French (conversational)

**IT:** Office Package (Word, Excel, PowerPoint, Access), Jolt

**Interests:** Singing, Poetry Writing, Cooking, Outdoor Enthusiast, Dancing