

Ella Seif

Marketing Student

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Summary

Motivated Marketing student with hands-on experience in project coordination, administration, customer service, and hospitality. Known for excellent organizational and communication skills, with a proven ability to manage multiple tasks across different industries. Skilled in improving operations, enhancing customer satisfaction, and supporting cross-functional teams. Eager to apply marketing knowledge and diverse work experience to contribute to dynamic, service-oriented environments.

Experience

Planning Officer – 09/2023 to Present
SURV Linguistics, Lebanon

- Experienced Planning Officer with strong expertise in coordinating translation projects from initiation to delivery.
- Skilled in resource management, deadline setting, and workflow optimization to ensure timely and high-quality project execution.
- Proficient in industry-standard tools such as Memsorce and RMS for efficient project tracking and task allocation.
- Successfully developed work plans, managed teams of freelancers, and maintained consistent project timelines across multiple languages.

Administrative Assistant – 03/2023 to 08/2023
CNAM University, Lebanon

- Organized administrative professional with hands-on experience in reception duties, student support, and departmental coordination.
- Skilled in handling inquiries, assisting with course registration, maintaining accurate records, and scheduling meetings.
- Proficient in drafting professional correspondence, managing calendars, and coordinating daily administrative tasks.
- Supported finance-related responsibilities, including managing professors' timesheets and assisting with budget tracking.

Operator – 03/2021 to 02/2023
Call Center Bartartine, Lebanon

- Customer service professional with expertise in handling inquiries, resolving complaints, and collecting feedback to enhance service quality.
- Experienced in managing high-volume calls, updating CRM systems, and escalating complex issues to management when needed.
- Adept at coordinating catering schedules, customizing service offers, and ensuring all guest needs are met efficiently.
- Committed to delivering exceptional customer experiences through clear communication and proactive problem-solving.

Waitress – 08/2018 to 08/2020
Zaatar w Zeit, Lebanon

- Experienced waitress with team leadership training, focused on delivering excellent customer service and boosting satisfaction.
- Skilled in handling payments, managing stock levels, and maintaining smooth daily operations through organized checklists and reporting.
- Proficient in cross-selling and upselling techniques to maximize sales while resolving customer complaints with professionalism.
- Knowledgeable in food safety standards and health regulations, ensuring compliance and a safe dining environment.

Education

Bachelor's degree in Marketing – 02/2024 – Present (till 06/2026)
Arab Open University, Lebanon

Certifications

Graphic Design Essentials on Canva – 04/2025
Google Ads Search Certification on Google Digital Academy (Skillshop) – 04/2025 (Exp: 04/2026)
PepsiCo Sales Job Simulation on Forage – 01/2025
Red Bull Off-Premise Sales Job Simulation on Forage – 01/2025
Red Bull On-Premise Sales virtual experience program on Forage – 01/2025
Oliver Wyman Financial Services: Climate Change Job Simulation on Forage – 01/2025
BCG Introduction to Strategy Consulting Job Simulation on Forage – 01/2025
The New York Times Advertising Sales virtual experience program on Forage – 01/2025
Introduction to conflict management and negotiation on Alison – 05/2023
Introduction to time management on Alison – 05/2023
Social media marketing strategy 2023 (Launch you SMM) on Udemy – 11/2022

Skills & Expertise

- Marketing Fundamentals & Market Research
- Project Coordination & Planning
- Customer Service & Complaint Resolution
- Communication & Interpersonal Skills
- Team Leadership & Collaboration
- Time Management & Multitasking
- Student Support & Scheduling
- Stock Control & Inventory Management
- Basic Finance Support (Timesheets, Records)
- Knowledge of Food Safety & Health Regulations
- Cross-selling & Upselling Techniques
- Administrative Support & Office Management

Languages

Arabic: Native | French: Advanced | English: Advanced