

SARAH ABIAD

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I am committed, caring and friendly physical therapist who aims with great passion for helping people of all ages, I have previous experience in supporting a variety of patients ranging from children suffering developmental problems most commonly cerebral palsy to adults and elderly effected by and recovering from injuring or surgeries and movement disorders. I have excellent communication skill, and enjoy working with a variety of diverse types of cases

EXPERIENCE

2020 – 2021

PHYSICAL THERAPY INTERN, BAU PHYSICALTHERAPY OUTPATIENT CLINICS

- Collaborated DPTs with diagnostic exams, treatment preparations and gained experience with 10+ types of equipment
- Engaged in appraising evidence-based research to learn more on physical therapy treatments
- Providing physiotherapy treatment to impatient and outpatients by improving mobility, functional activity, physical strength, and quality of life
- Documented case reports for every patient which includes current condition, history, examination, goals, and plan of care
- Developed job responsibility and engaging in evidence-based research on using innovative equipment
- Is familiar in performing and engaging in physical therapy equipment for patient treatment including electrotherapy, ultrasound therapy(iontophoresis), hot and cold packs, traction, massage guns
- Educated multiple patients on at-home exercises and monitored their progress reducing patient neglect of exercises by 19% to avoid any mistakes or injuries
- Received 100% positive reviews from physical therapists and patients

2021 – 2022

PHYSICAL THERAPY INTERN, DAR AL AJAZA, DR. MOHAMAD KHALED, AND ADNAN KASSAR SOCIAL FOUNDATIONS

- Designed a checklist for determining equipment safety, and ensured that the equipment is 100 % safe for the patient
- Providing physiotherapy treatment to impatient and outpatients by improving mobility, functional activity, physical strength, and quality of life
- Interpreted physician referrals and selected an appropriate approach on physical therapy diagnostics and prognostics concerning muscle weakness, affected mobility and functional ability, cognition, sensory deficits from muscle nerve or joint injuries
- Conducted special test, strength, motor control, spasticity, proprioception during examination for a specific diagnostic procedure

- Participated in neuro rehabilitation, geriatrics and pediatrics treatment and designed an appropriate an evidence-based plan of care for each under the supervision of DPTs
- Performed pediatrics evaluation with multiple cases most commonly cerebral palsy spectrum and developmental problems and performed an individualized treatment plan

JUNE 2022 – 2024

SPA THERAPIST, MOVENPICK HOTEL LEBANON BY ACCOR

- Strong knowledge of body mechanics
- Hot stone massage
- Customer service
- Trigger point massage
- Time management
- Prenatal massage
- Candle massage
- Sports massage
- Deep tissue massage
- Facials

JUNE 2022 – AUGUST 2023

SPA RECEPTIONIST MOVENPICK HOTEL LEBANON BY ACCOR

- Answer incoming calls and takin appointment
- Entering information and data on spark program
- Changing dollar rate on spark program
- Entering data on Microsoft excel
- Editing and entering data for monthly reports
- Opening and closing by analyzing the finances and organizing the daily expenses

AUGUST 2023 – OCTOBER 2023

INSURANCE AGENT, REMOTE RCI

- 1. Insurance Product Knowledge**
 - Familiar with life, health, auto, home, and commercial insurance policies.
- 2. Sales & Upselling Techniques**
 - Ability to identify client needs and match them with suitable products.
 - Skilled in cross-selling and upselling based on customer profiles.
- 3. Remote Communication Skills**
 - Proficient in phone, email, and video call interactions.
 - Clear verbal and written communication.
- 4. CRM & Tech Proficiency**
 - Experience with tools like Salesforce, HubSpot, Zoho, or other CRM systems.
 - Skilled in using call tracking software and cloud-based platforms.
- 5. Client Needs Assessment**
 - Conducting thorough assessments to recommend tailored policies.
 - Empathetic listening and consultative selling.
- 6. Policy Quoting & Underwriting Support**
 - Generating accurate quotes and assisting with policy adjustments.

7. **Time Management & Self-Motivation**

- Managing schedules independently while hitting targets.

8. **Regulatory Compliance**

- Knowledge of industry laws and data privacy practices.
- Maintains active licensing (if applicable).

9. **Customer Retention & Relationship Building**

- Proactive in following up with leads and maintaining client relationships.
- Handling renewals and policy reviews effectively.

10. **Problem-Solving & Claims Support**

Helping clients understand claims processes and resolving issues.

2025 – PRESENT

Co-founder online page/customer service, kitchenspacelb

- Launched and managed an online platform focused on
- Oversaw end-to-end customer service operations, ensuring timely responses, issue resolution, and customer satisfaction across social media and messaging platforms.
- Built and maintained strong relationships with a growing online community, increasing customer retention and brand trust
- Developed FAQ scripts, personalized support templates, and engagement strategies to improve communication and reduce repetitive inquiries.
- Analyzed customer feedback and behavioral trends to enhance service delivery and streamline the buying experience.
- Collaborated with co-founders on marketing strategies, product launches, and operational decisions.

2022 – PRESENT

FREELANCE PHYSICAL THERAPY

- Skilled in musculoskeletal rehabilitation, post-operative recovery, and injury prevention
- Offers personalized, patient-focused treatment plans tailored to individual goals
- Experienced in manual therapy, mobility training, and pain management techniques
- Strong background in working with elderly patients, athletes, and post-injury clients
- Flexible scheduling and mobile services across [Your Region/City]
- Committed to continuous learning and evidence-based practices
- Excellent communication and interpersonal skills to build client trust and motivation

EDUCATION

FALL 2022 - PRESENT

GRADUATE'S DEGREE IN DOCTOR OF PHYSICAL THERAPY, BEIRUT ARAB UNIVERSITY

JULY 2022

BACHELOR'S DEGREE IN PHYSICAL THERAPY, BEIRUT ARAB UNIVERSITY

ACCREDITED BY THE WORLD CONFEDERATION OF PHYSICAL THERAPY (WCPT).

AUGUST 2018

BACCALAUREATE IN ECONIMICS AND SOCIOLOGY, AL IMAN SCHOOL

SKILLS

- A certificate in Cupping therapy
- A certificate in dry needling therapy
- Creating a distinctive tailored plan of care that
- Deep tissue and sports massage outline the treatment goals taken
- A certificate in basic life support
- Pediatrics rehabilitation
- Fluent in English and Arabic
- Functional training
- Documentation of case reports
- Engaged in evidence-based research in assessing the patients and treatment by monitoring their progress

ACTIVITIES

Volunteered and was awarded a certificate of appreciation by the beirutiyat a makhzoumi initiative in recognition of efforts at the Ramadan village during the period of June 2017 and participated in the first aid club at BAU, I also had an interest and joined a basketball and swimming teams, I participated in a 16 hour first aid course supervised by trained paramedics from الجمعية الطبية الاسلامية- بيروت , I also attended multiple physical therapy related courses like current practice for physical therapy and evidence based research courses and worked on a research project , learned to collaborate with other workers in the medical and health sciences field during the interprofessional collaborative education course , obtained certificated in cupping, dry needling and basic life support during the period 2021-2022