




Nisreen Salameh

Operations Manager

 Beirut, Lebanon

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EXPERTISE

- Project Management & Team Coordination
- Strategic Planning
- Customer Service & Client Relations
- Administrative & Organizational Efficiency
- Time Management

EDUCATION

DIPLOMA DEGREE | PROJECT MANAGEMENT
AMERICAN UNIVERSITY OF BEIRUT (AUB)
2025-PRESENT

BACHELOR'S DEGREE | HUMAN NUTRITION AND DIETETICS
Beirut Arab University BAU
2019-2021

CERTIFICATIONS

CERTIFIED ASSOCIATE IN PROJECT MANAGEMENT
PMI, May 2025

CERTIFIED ASSOCIATE IN PROJECT MANAGEMENT
Amideast, Nov 2024

Project Management Professional Course
Succeed & Achieve, Dec 2024

Practical Project Management (12 Hours)
Engineering Solutions, Aug 2024

PROFILE

Results-driven **Operations Manager** with extensive experience overseeing multi-branch operations, logistics, and team management. Currently pursuing **Project Management studies at the American University of Beirut (AUB)**, with a growing expertise in planning, coordination, and Agile-based project methodologies. Certified Associate in Project Management (CAPM) with hands-on experience in workflow organization, logistics management, and team collaboration.

PROFESSIONAL EXPERIENCE

OPERATIONS MANAGER FEB 2024 – PRESENT
The kalm studio | Lebanon

- Oversee operations and logistical coordination across 8 branches in Lebanon and Kuwait, ensuring consistent implementation of activities and standards.
- Conduct regular site visits to monitor service quality, staff performance, and adherence to operational procedures.
- Coordinate with multiple stakeholders, partners, and service providers to support program implementation and community engagement initiatives.
- Manage documentation, reporting, attendance tracking, and activity follow-up across all branches.
- Lead onboarding, training, and team support to ensure safe, client-centered and well-structured program delivery.
- Support planning and execution of events, outreach activities, and collaborations ensuring alignment with organizational policies and requirements.

VOLUNTEER | COMMUNITY EVENT ORGANIZER 2022 – PRESENT
Rashet Kheir & Lebanese Food Bank

- Coordinate community-based activities and events targeting vulnerable groups, including elderly individuals and families in need.
- Support field logistics, beneficiary registration, attendance sheets, and distribution tracking.
- Engage with beneficiaries in a respectful, inclusive, and culturally sensitive manner.
- Collaborate with partner organizations and volunteers to ensure smooth implementation and safe environments during activities.

FRONT OFFICE EXECUTIVE NOV 2023 – FEB 2024
The kalm studio | Lebanon

- Managed client relations, inquiries, and administrative tasks efficiently.
- Provided exceptional customer service, ensuring a welcoming environment.
- Handled data entry, record-keeping, and coordination between departments.

SALESPERSON & RECEPTIONIST JUN 2022 – DEC 2022
Fitbound Gym | Lebanon

- Assisted clients with membership inquiries and guided them through available services.
- Managed reception duties, including phone calls, scheduling, and customer support.
- Promoted fitness programs, contributing to increased membership sales.