

SARAH DEHNI

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Beirut, Lebanon

Professional Summary

Motivated and adaptable professional with experience in customer service and social media management. Known for strong communication skills, a collaborative mindset, and the ability to quickly adjust to new environments. Seeking a growth-oriented role that allows for continued personal and professional development.

Skills

- Excellent communication and interpersonal skills
- Teamwork orientation and adaptability
- Strong customer service experience
- Social media content creation and management
- Fluent in Arabic, English, and French
- Advanced proficiency in Canva for marketing and brand visuals
- Designed user-friendly application interfaces using Adobe XD
- Built responsive website layouts using Bootstrap Studio and DreamWeaver
- Designed and customized WordPress websites aligned with UX best practices

Professional Experience

Freelance Digital Marketing Specialist

Beirut, Lebanon

July 2023 – Present

- Developed and executed digital marketing strategies aligned with clients' business goals and target audiences.
- Managed social media accounts end-to-end, including content planning, copywriting, posting, and community management.
- Created engaging organic content and coordinated paid campaigns to increase brand awareness, reach, and engagement.
- Analyzed campaign performance using platform insights and analytics to optimize content and improve results.
- Collaborated closely with clients to translate ideas into actionable digital campaigns and consistent brand messaging.
- Built and maintained brand presence across multiple platforms, ensuring visual and tone consistency.

Customer Service Representative

Alfa Telecom – Furn El Chebbak, Lebanon

January 2024 – May 2025

- Handle customer inquiries, complaints, and technical issues efficiently
- Maintain high customer satisfaction through timely and accurate service

Online Sales Associate & Social Media Account Manager

Verona Tempo – Tarik El Jdide, Lebanon

December 2022 – March 2023

- Managed brand presence across multiple social platforms
- Created engaging content and improved follower engagement
- Assisted online customers with their purchases and guided them through the buying process

Saleswoman & Social Media Account Manager

Layal Cosmetics – Tarik El Jdide, Lebanon

September 2021 – September 2022

- Supported in-store and online sales while managing social media marketing
- Increased online customer interaction and product visibility

Education**Bachelor's in Digital Marketing**

University of Sciences and Arts in Lebanon (USAL) – Beirut, Airport Road

October 2022 – February 2026