

# SAHAR SAKR

## Team Manager

Sahar25sakr@gmail.com | +961 78904349 | Beirut, Lebanon | [www.linkedin.com/in/saharsaker](https://www.linkedin.com/in/saharsaker)

## SUMMARY

Results-driven professional with expertise in consulting, customer service, and team leadership. Successfully boosted customer satisfaction by 30% and increased positive reviews by 45% through proactive communication. Passionate about optimizing workflows, mentoring teams, and delivering exceptional service experiences.

## WORK EXPERIENCE

### Travel Expert / Consultant at Finest Flights | June 2024 – Present

- Assisting clients with personalized travel solutions, utilizing excellent communication and problem-solving skills to understand and fulfill their needs, improving customer satisfaction by 30%.
- Maintaining accurate records of client interactions and travel arrangements, reducing errors by 20% and increasing data efficiency.
- Collaborating with team members to streamline workflows, enhancing overall customer service efficiency by 25%.
- Providing training and guidance to new team members on company systems and procedures, fostering a collaborative work environment.
- Ensuring compliance with company policies while addressing customer concerns, resulting in a 10% decrease in customer complaints.
- Boosting Customer reviews by around 45% through targeted communication and follow-up strategies.

### Abou Najem Group (ANG) | Jan 2022 - Mar 2024

#### Team Manager

- Directed a 4-member cross-functional team.
- Collaborated with another department (ARZ) to launch successful furniture projects.
- Composed professional emails to clients and coworkers, increasing efficiency, productivity, and business readiness.
- Wrote more than 60+ business reports, including monthly, weekly, and project reports.
- Tracked all tasks in the schedule accurately using Excel to ensure timely completion.
- Created an employee performance report template in Excel, leading to a 40% increase in performance.
- Organized and shared documents efficiently through Google Drive enhancing team productivity and accessibility by 25%.

#### Data entry Operator

- Transferred data from paper formats to the database system (Noria) with 100% accuracy.
- Implemented new data entry guidelines, resulting in a decrease in average errors by 25%.
- Compared data to source documents to ensure accuracy.
- Trained and mentored 4 new hires on the company system, workflows, and entering data.
- Updated existing records with new data, ensuring that databases were up-to-date and accurate, resulting in improved organizational performance.

## Certifications

### Certificate of Completion – Career Guidance and Project Management

#### Nawaya Network & Abdulla Al Ghurair Foundation | 2024

- Completed a 12-week intensive program focused on career development and project management.
- Acquired key skills in goal setting, strategic planning, and effective team collaboration.
- Enhanced problem-solving and organizational abilities through practical, real-world training scenarios

### Certificate of Completion – Call Center Training

#### DOT Lebanon | 2024

- Completed a 7-week specialized training program in call center operations and customer service.
- Gained proficiency in customer relationship management, effective communication, and conflict resolution.
- Developed skills in handling high-pressure situations and delivering exceptional customer experiences.

## EDUCATION

Bachelor of Translation and Interpretation, Lebanese International University (LIU)

GPA (3.27) Honor Oct 2018 - Jul 2021

## LANGUAGES

- Arabic: Native
- English: Fluent
- French: Fluent
- Spanish: Beginner

## SKILLS

• Problem-solving	• Time management
• Communication	• Adaptability
• Microsoft Office (Word, Excel, PowerPoint)	• Leadership
• Project Management	• Customer Service
• Data Entry and Database Management	• CRM systems
• Attention to Detail	• Multitasking