

SARAH AL MASRI

Ras Al Nabeh, Beirut – Lebanon

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PROFESSIONAL PROFILE

Experienced customer service professional with a strong background in high-responsibility, client-facing roles. Known for professionalism, discretion, and excellent interpersonal skills. Seeking a role as Customer Success & Growth Specialist to build client relationships and provide exceptional support.

PROFESSIONAL EXPERIENCE

2022 – Present, Ground Hostess

Middle East Airlines – Rafik Hariri International Airport

- Provided professional, courteous, and efficient service to passengers in a high-pressure, fast-paced environment.
- Anticipated client needs and resolved issues promptly, ensuring a smooth experience for every passenger.
- Coordinated with security, administrative, and operational teams to maintain seamless service.
- Maintained professionalism and discretion while representing the airline's brand and values.
- Developed strong communication and problem-solving skills in a client-facing role.

2018 – 2022, Private Teacher

- Maintaining regular communication with students and families to ensure learning objectives were met.
- Adapting communication style to different age groups, demonstrating flexibility and patience.
- Ensuring a structured, respectful, and organized environment

EDUCATION

Bachelor's Degree in Pure Physics (in progress)

- Completed two years of university studies.

KEY SKILLS

- **Client Relationship Management:** Building trust and long-term relationships with clients.
- **Customer Support & Problem Solving:** Handling issues calmly and efficiently to ensure satisfaction.
- **Onboarding & Guidance:** Helping clients understand processes and get started smoothly.
- **Communication & Interpersonal Skills:** Clear, professional, and adaptable communication with diverse audiences.
- **Teamwork & Coordination:** Working effectively with colleagues and other teams to achieve goals.
- **Professionalism & Reliability:** Punctual, discreet, and attentive to detail in all interactions.

LANGUAGES

- **Arabic:** Native
- **French:** Fluent
- **English:** Fluent