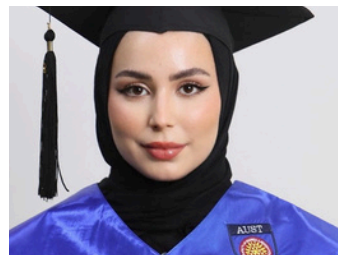


Fatima Saad

Achrafieh, Beirut, Lebanon | Tel +961 71 694 094 | fattimasaad19@gmail.com



Profile

Self-motivated American-Lebanese professional with experience in client coordination, operational workflow support, and administrative management.

Skilled in CRM tools, project management, and process coordination. Recognized for building strong client relationships, handling diverse tasks efficiently, and delivering measurable results.

Dependable, detail-oriented, and eager to contribute to roles in business development, operations, or office management. Known for my strong work ethic, reliability, and ability to prioritize tasks effectively under pressure.

Core Competencies

Customer Service

Skilled in delivering excellent client experiences, resolving issues effectively, and maintaining long-term customer satisfaction as part of organizational growth.

Communication

Strong verbal and written communication skills; able to present ideas clearly, engage with diverse stakeholders, and build positive professional relationships.

Business Awareness

Applied practical knowledge in project management, marketing analysis, and CRM tools to support business strategies and improve performance.

Team Collaboration

Partnered with teams across operations, and retail sectors to ensure seamless coordination and efficient outcomes.

Digital Tools

Proficient in Microsoft Office Suite and online platforms to manage workflows, data, and reporting with accuracy.

Employment History

Administrative Support & Client Coordination

Aug 2025 – Present

Libanpost, Beirut

- Performed administrative duties including processing documents, handling parcels and letters, and completing customer formalities accurately and on time.
- Assisted clients in person and by phone, answering inquiries, providing guidance, and ensuring smooth and respectful communication.
- Coordinated daily office tasks such as updating records, preparing paperwork, and supporting service procedures to ensure an organized and efficient workflow.

Telephone Operator & Reservations

Lancaster Plaza Hotel, Beirut

Jan 2025 – Jun 2025

- Responded to daily guest inquiries through phone and internal communication systems, ensuring prompt and courteous service.
 - Coordinated reservation requests by confirming availability, entering bookings, and providing guests with accurate information.
 - Maintained effective communication with international guests and departments to support smooth operations and high service standards.
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Front Desk Representative

Feb 2024 – Dec 2024

The Studio, Beirut

- Delivered customer service by handling bookings, payments, and issue resolution.
 - Managed high-volume client interactions, strengthening sales and rapport-building skills.
 - Supported daily operations to maintain an organized and welcoming studio environment.
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Sales Coordinator

Jan 2023– Dec 2023

Bloom Cosmetics, Beirut

- Managed online sales operations, handling customer inquiries and processing orders efficiently.
 - Maintained product inventory and built brand loyalty through social media engagement.
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Education

BSc in Business Management

Jun 2025

American University of Science and Technology (AUST), Beirut

- Graduated with High Honors
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Lebanese Baccalaureate in Life Science

Jul 2022

Lycée Patriote, Beirut

Certifications

- Salesforce Sales Operations Professional Certificate – Coursera
 - AI for Everyone – DeepLearning.AI
 - Generative AI for Everyone – DeepLearning.AI
 - Sales & CRM Overview – Salesforce & Pathstream
 - Build a Chatbot – Coursera
 - Microsoft Word & PowerPoint Certification
-

Languages

- English (Fluent)
- Arabic (Native)