

Sara Farage

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Nationality: Lebanese/Gambian

Summary

Experienced Client Project Manager with a demonstrated history of success in multinational settings. Proven ability to lead client-focused initiatives, coordinate projects, and ensure operational excellence. Skilled in managing cross-functional teams and fostering strong stakeholder relationships.

Experience

Account Executive (fintech/banks) – 07/2024 – Present BLU Ai - Remote to Dubai office

- Serve as the primary point of contact for Banks post-sale, ensuring their needs are met and exceeded.
- Onboard new clients/banks, provide training and support to ensure a smooth implementation of the loyalty software.
- Develop and maintain long-term relationships with banks, understanding their business needs and goals.
- Monitor bank accounts to ensure they are utilizing the software effectively and benefiting from its features.
- Collaborate with internal teams, including sales, support, and product development, to address banks issues and improve the customer experience.
- Provide regular updates and reports to clients/banks on their account performance and opportunities for optimization.

Senior Business Support (Team Lead) – 12/2022 – 06/2023

Korn Ferry Consultancy Remote to Dubai Office

- Coordinate business operations between internal and external stakeholders
- In charge of the effective running of systems and adherence to policies and procedures
- Assure a high performing approach to service delivery in the team
- Responsible for the overall communication flow with various stakeholders within Korn Ferry and the Business Support team
- Worked with the marketing team on arranging events and ordering marketing promotional items
- Facilitate operational procedures in the department
- Handle RFPs submissions
- Submission of expense reports to SAP system

Regional Client Project Manager – 12/2014 to 11/2020
Subway MEAP Regional Office, Beirut, Lebanon

- Led client service operations for Subway franchisees across the MEA region, ensuring exceptional support and timely resolution of inquiries.
- Acted as a key liaison between headquarters, regional office, and international stakeholders, facilitating effective communication and collaboration.
- Collaborated with marketing teams on instore marketing campaigns and marketing materials to make sure that all are done according to the company's standards.
- Coordinated regional store operations, including store openings, remodels, and relocations, ensuring adherence to company standards and project timelines.
- Managed project budgets, tracked expenses, and controlled purchasing costs in alignment with marketing campaigns and operational goals.
- Supervised and mentored coordination team members, providing guidance, training, and performance evaluations.
- Collaborated cross-functionally with marketing, operations, and finance teams to implement Subway Digital Project and enhance regional operations.
- Handled procurement processes for project materials and equipment, ensuring timely delivery and quality standards.
- Conducted regular audits of project costs and updated systems with accurate financial data.
- Prepared and presented budgets for management reports, providing insights into project performance and financial metrics.

Franchise Services Coordinator – 06/2011 to 12/2014
Subway MEAP Regional Office, Beirut, Lebanon

- Managed client communications and served as the primary point of contact for regional stakeholders.
- Coordinated ongoing projects and initiatives between headquarters and field offices, ensuring alignment with organizational objectives.
- Conducted data entry for accounting and sales reporting, ensuring accuracy and compliance with company policies.
- Handled procurement processes for store development, managing vendor relationships and negotiating contracts.
- Coordinated with the marketing teams on campaigns execution in all the countries.
- Handled agency communication for marketing and social media.
- Responded to social media inquiries.
- Resolved inquiries related to sales transmission, compliance issues, and budget management.
- Collaborated with cross-functional teams to support regional operations and project implementations.

Education

Bachelor's Degree in Economics – 2010
Haigazian University (HU), Beirut, Lebanon

Certifications

Certificate in Project Management- Uniterra, UAE, 2021

Volunteering

- Childrens cancer center (2009)
- Food blessed (2019)
- Handled Subway Office donation food distribution in collaboration with local NGOs

Languages

Arabic: Native | **English:** Fluent