

# Sarah Saayfan

Al Shouf, Lebanon

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Lebanese | March 1, 2000

Versatile Operations & Business Development Professional with a proven track record of mastering complex technical systems and restoring high-value client relationships. Expert at bridging the gap between front-end sales and back-end execution, evidenced by mastering GDS platforms in under two months and delivering exceptional service that consistently earns leadership commendation. A highly adaptable communicator and rapid learner skilled at managing diverse stakeholders, optimizing workflows, and mentoring cross-functional teams to drive organizational growth.

## 1. CORE COMPETENCIES

- Operations & Process Management: Workflow Optimization, Resource Allocation, Technical Onboarding & Training
- Business Development: Strategic Outreach, Relationship Recovery, Account Management, Lead Conversion
- Client Relations: Stakeholder Management, Conflict Resolution, VIP Service Delivery
- Multilingual Communication: Arabic (Native), English (Fluent), Turkish (Intermediate – B1)
- Professional Agility: Rapid Technical Upskilling, Cross-functional Collaboration, Adaptability
- Technical Proficiency: Microsoft Office Suite (Excel, Word, PowerPoint, Outlook) & GDS Systems (Amadeus/Sabre)

## 2. WORK EXPERIENCE

**Operations & Business Development Associate, *Travel Bureau, Beirut, Lebanon*      Aug 2023 – Present**

### **Business Development & Sales (Year 1)**

- Expanded market reach by conducting a minimum of 8 high-impact agency consultations per day, consistently meeting regional outreach targets.
- Restored high-value accounts by implementing a relationship-recovery strategy, successfully regaining the trust and business of former dormant clients.
- Increased platform adoption by pitching technical booking solutions to external stakeholders, focusing on efficiency and ROI.

### **Operations & Client Success (Year 2 – Present)**

- Optimized daily operations by managing high-stakes hotel procurement, ticketing, and complex logistics for VIP and high-budget accounts.
- Achieved 100% positive client feedback, receiving formal commendation from senior leadership for excellence in service delivery and conflict resolution.
- Accelerated technical proficiency by mastering Global Distribution Systems (GDS) in under 8 weeks with no prior background, demonstrating high coachability and rapid learning.
- Standardized internal workflows by designing and leading training sessions for new hires on GDS software and operational SOPs to ensure team-wide accuracy.

**Educational Instructor & Coordinator (KG1), NEIGB, Saida, Lebanon**

**Sep 2022 – Jun 2023**

- Managed high-pressure environments by successfully leading a classroom of 20+ students independently, ensuring a safe, organized, and productive atmosphere.
- Facilitated stakeholder communication by acting as the primary point of contact for parents, providing data-driven progress updates and building long-term trust during difficult transitions.
- Engineered comprehensive project plans (lesson modules) and daily schedules to ensure all organizational "milestones" and learning objectives were met on time.
- Demonstrated emotional intelligence and conflict resolution skills when onboarding new "clients" (students and families) into a high-stakes, unfamiliar environment.
- Optimized resource management by preparing and coordinating all necessary materials and interactive activities, ensuring 100% operational readiness for daily "deliverables."

**Early Childhood Educator, KEN Daycare, Saida, Lebanon**

**Feb 2022 – Sep 2022**

- Facilitated seamless transitions for new clients (parents and children) by providing high-touch emotional support and clear communication during the onboarding process.
- Strategized and implemented specialized curricula focused on English language acquisition, tailoring delivery methods to meet the developmental needs of diverse age groups.
- Managed stakeholder expectations through daily consultations with parents, addressing concerns and providing detailed progress reports to maintain high satisfaction levels.
- Demonstrated high adaptability by managing rotating schedules and multifaceted responsibilities across different departments and age groups on a daily basis.
- Collaborated on operational planning to ensure all educational activities aligned with the institution's long-term linguistic and developmental goals.

### **3. EDUCATION**

**Bachelor of Business Management, Lebanese International University**

**Oct 2019 – Apr 2022**

### **4. REFERENCES**

Available Upon Request