

# Hania Mamlouk

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## Professional Summary

Detail-oriented professional with experience in customer service, community engagement, research coordination, and digital communication. Skilled in visitor support, service ticket coordination, stakeholder communication, and administrative follow up. Experienced in handling inquiries, resolving issues, and supporting operational teams while maintaining high service standards.

## Professional Experience

### Sales Manager – Artisanat Bader / Abayat Bader

Nov 2024 – Feb 2026

- Managed promotions, daily operations, and cash handling
- Ensured customer satisfaction and resolved on-site issues
- Supported inventory and improved client communications

### Team Supervisor – Ipsos Lebanon

Jan 2024 – Sep 2024

- Supervised and supported field teams conducting market and social research interviews
- Provided on-site training and compiled progress reports

### Online Community Coordinator – The Creative Mood (Remote)

Dec 2022 – Dec 2023

- Developed content calendars and maintained community engagement
- Collaborated with teams and monitored community feedback

### Customer Service & Ticketing Officer – Metro Al Madina

2020 – 2022

- Handled customer inquiries, complaints, and service requests
- Logged and tracked service tickets until resolution

- Coordinated with operations teams to resolve issues

## Projects & Volunteering

### Data Entry Team Member – Forward MENA (Remote) | 2024 – 2025

- Supported data management and entry for youth development initiatives.
- Assisted in translating and localizing the BDL curriculum to improve accessibility and understanding.
- Ensured data accuracy and consistency across multiple project databases.

## Education

Bachelor Degree in Public Relations – Lebanese International University (Oct 2018 – Jun 2021)