

ELISSA ZEINO

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PROFESSIONAL SUMMARY

Client-focused and creative professional with a Bachelor's degree in Translation and hands-on experience in translation, content writing, and customer service across diverse sectors. Skilled in producing accurate translations between Arabic, English, and French, crafting engaging social-media content, and delivering outstanding client experiences in fast-paced, multicultural environments. Highly adaptable, detail-oriented, and passionate about language and storytelling.

PROFESSIONAL EXPERIENCE

Content Writer & Social Media Specialist

Freelance / Various Clients

October 2024 – Present | (1 year, 5 months)

- Delivered content writing and editing services for multiple clients across social media platforms including X (Twitter) and LinkedIn.
- Crafted interactive, audience-tailored captions and posts that consistently drove higher engagement and follower growth.
- Managed end-to-end content production: ideation, drafting, editing, and scheduling for submission across platforms.
- Adapted tone and style to match diverse brand voices, audiences, and campaign objectives.

Translator – Paid Internship

House of Travel (under supervision of Sworn Translator Rouba Dirani)

July 2025 – January 2026 | (6 months)

- Completed a 6-month paid internship at a certified translation office, gaining extensive hands-on experience in official and legal translation.
- Translated, revised, and edited documents between Arabic, English, and French ensuring accuracy, confidentiality, and compliance with sworn-translation standards.
- Developed strong document-writing skills, producing polished formal texts across all three working languages.

Customer Service Representative

Multiple Roles – Stockholm, Sweden (House of Burgers | Alt Food and Drinks | Breeze)

June 2021 – October 2022

- Held several concurrent and consecutive customer-service roles across the food, beverage, and retail sectors in Stockholm, Sweden; delivered personalised, empathetic support in high-volume environments, resolved customer concerns efficiently, collaborated with cross-functional teams to improve service delivery, and assisted in onboarding new team members.

Front Desk & Customer Relations Assistant

Z Wood – Zahlé, Lebanon

July 2019 – August 2020

- Handled inquiries, appointments, and administrative tasks.
- Greeted and assisted clients, ensuring a welcoming and professional experience.
- Supported day-to-day operations and customer relations.

EDUCATION

Bachelor's Degree in Translation

American University of Science and Technology (AUST) – Zahlé, Lebanon

Graduated: June 2025

- Emphasis on language, communication, and cross-cultural interaction.
- Previously studied International Affairs (Oct 2019 – Nov 2020).

High School Diploma

Collège Oriental Basilien – Zahlé, Lebanon

Sep 2017 – May 2019

CERTIFICATIONS & COURSES

- English Language Course – Oxford Language School
- Dance Training – Private Studio (2011 – 2017)
- Young Translators Contest – Organized by the International Organization of La Francophonie, the Ministry of Culture, and the Union of International Translators

CORE COMPETENCIES

- ✓ Translation & Editing (AR/EN/FR)
- ✓ Content Writing & Social Media
- ✓ Customer Service & Client Support
- ✓ Communication (Written & Verbal)
- ✓ Conflict Resolution & Problem Solving
- ✓ Time Management & Prioritization
- ✓ Teamwork & Collaboration
- ✓ Adaptability in Multicultural Settings
- ✓ Attention to Detail

LANGUAGES & DIGITAL TOOLS

LANGUAGES

Arabic	Native
English	Fluent
French	Proficient
Syriac	Basic
Swedish	Basic

DIGITAL TOOLS

CAT Tools for Translation
Microsoft Word
Microsoft Excel
Microsoft PowerPoint
Social Media Platforms (X, LinkedIn)

INTERESTS & HOBBIES

Reading • Singing • Cultural Exchange • Performing Arts

■ Open to roles in content writing, social media, translation, customer experience, and client services.