

SARAH SAAYFAN

Operations & Business Development Professional

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PROFESSIONAL SUMMARY

Versatile Operations and Business Development professional with a proven record of mastering complex technical systems and restoring high-value client relationships. Skilled at bridging front-end sales with back-end execution, having achieved full proficiency in GDS platforms in under two months while consistently earning leadership commendation for service excellence. An adaptable communicator and fast learner experienced in managing diverse stakeholders, optimizing workflows, and mentoring cross-functional teams to support organizational growth.

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

Technical Proficiency: Microsoft Office Suite (Excel, Word, PowerPoint, Outlook); GDS Systems (Amadeus, Sabre)

Professional Strengths: Rapid Upskilling, Cross-functional Collaboration, Adaptability

Languages: Arabic (Native), English (Fluent), Turkish (Intermediate – B1)

PROFESSIONAL EXPERIENCE

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

Operations & Client Success (Current Focus)

- Manage end-to-end hotel procurement, ticketing, and complex logistics for VIP and high-budget accounts, ensuring accurate and timely execution.
- Recognized by senior leadership for consistently strong client feedback and effective conflict resolution in high-pressure service scenarios.
- Achieved full proficiency in Global Distribution Systems (GDS) in under eight weeks with no prior background, demonstrating coachability and rapid learning.
- Standardized internal workflows by designing and leading GDS and SOP training sessions for new hires, improving team-wide accuracy and onboarding speed.

Business Development & Sales (Initial Role)

- Expanded market reach by conducting an average of 8+ agency consultations per day, consistently meeting regional outreach targets.
- Re-engaged dormant high-value accounts through a structured relationship-recovery strategy, restoring client trust and recurring business.
- Increased platform adoption by pitching technical booking solutions to external stakeholders with a focus on efficiency and ROI.

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

Sep 2022 – Jun 2023

- Independently led a classroom of 20+ students, maintaining a safe, organized, and productive learning environment.

- Served as the primary point of contact for parents, delivering clear progress updates and building long-term trust during key transitions.
- Developed comprehensive lesson modules and daily schedules to ensure all learning objectives and milestones were met on time.
- Demonstrated strong emotional intelligence and conflict resolution skills while onboarding new students and families into an unfamiliar environment.
- Coordinated classroom materials and interactive activities to ensure daily operational readiness.

Early Childhood Educator — KEN Daycare, Saida, Lebanon

Feb 2022 – Sep 2022

- Supported new children and parents through the onboarding process with attentive communication and emotional support.
- Designed and delivered specialized English-language curricula, tailoring methods to the developmental needs of diverse age groups.
- Held daily consultations with parents to address concerns and provide detailed progress reports, maintaining high satisfaction levels.
- Adapted to rotating schedules and multifaceted responsibilities across departments and age groups.
- Collaborated on operational planning to align educational activities with the institution's long-term linguistic and developmental goals.

EDUCATION

Bachelor of Business Management

Oct 2019 – Apr 2022

Lebanese International University