

SANDRA SAADEH

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PROFESSIONAL SUMMARY

Customer Success Specialist experienced in delivering support across high-volume personnel operations, coordinating complex requirements among diplomatic entities, external partners, and internal stakeholders. Skilled in stakeholder management, service delivery, issue resolution, and supplier negotiations, with a track record of improving service quality and leading RFP initiatives.

CORE COMPETENCIES

- **Client Relationship Management:** Managing high-volume client interactions, serving as a primary point of contact, and ensuring service satisfaction
- **Customer Experience & Service Excellence:** Improving service quality through feedback analysis, issue resolution, and continuous improvement initiatives
- **Stakeholder Relationship Management:** Building and maintaining strong partnerships with external providers, diplomatic entities, and internal teams
- **Vendor Management & Strategic Negotiation:** Leading RFP initiatives, evaluating proposals, negotiating service terms, and securing cost-effective solutions

PROFESSIONAL EXPERIENCE

Ministry of National Defense

Customer Success Specialist | Aug 2023 – Present

- Serve as the primary POC for personnel on international assignments
- Coordinate with embassies, consulates, airlines, and external partners to secure approvals, documentation, and assignment requirements
- Resolve operational issues and urgent changes through effective coordination with internal and external stakeholders
- Analyze client feedback and support process improvements to enhance service quality and satisfaction
- Maintain strong relationships with diplomatic entities, carriers, and external partners to ensure effective coordination
- Lead RFP initiatives and supplier negotiations to optimize costs and improve service conditions
- Coordinate payment follow-up with internal departments and external partners to ensure accurate settlement
- Monitor service performance and recommend improvements to enhance efficiency and personnel experience
- Lead and supervise a team, ensuring service excellence and effective delivery of support operations

TECHNICAL SKILLS

- **Systems & Software:** CRM Systems, Microsoft Office Suite, Google Workspace, Data Reporting Tools, Documentation Management Systems
- **Operational Capabilities:** Client Relationship Management, Service Delivery Management, Customer Experience Improvement, Stakeholder Coordination, RFP Management

EDUCATION & CERTIFICATIONS

- BS in Business Management – Université La Sagesse-ULS (Feb 2024 – June 2026)
- BS in Military Sciences – Military Academy (Feb 2021 – Aug 2023)
- Basic & Advanced Document Security – The Netherlands Police (April 2024)
- Delf B2 (French) – Diplôme D'études de Langue Française (May 2023)
- Italian (A2 Level) – Istituto Italiano di Cultura di Beirut (May 2022)