

Curriculum Vitae

Personal Information

Name : Nour Eddeen Algehlany
Nationality : Syrian
Date of Birth : 05/01/1988
Place of Birth : Damascus, Syria
Gender : Male
Marital Status : Married



Contact Details

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Cover letter

I am looking to work in a challenging environment with a business company where I can utilize my capabilities to advance in my career.

Looking for both personal and professional growth makes me capable of working confidently under pressure. Being bilingual gives me the chance to function efficiently in both English and Arabic. My background and growing up experience has given me deep insight into the culture and society together with a wider scope in the world of business.

Education

- I was preparing for the Master of Business Administration at Damascus University
Thesis title: "The Impact of Employees' Psychological Empowerment on Job Satisfaction".
- Bachelor's degree (Very Good 76.35%) in Business Administration | Damascus University 2011.
- Commercial Institute | Damascus 2007 | (2nd students ranking).

Languages

English: Good.
Arabic: Perfect.

Computer Skills

- High experience in using Zendesk: The professional online customer support software.
- High experience in using the internet and computer programs (Microsoft Office: Excel, Word, PowerPoint, and Outlook | Gmail and other Google services).
- Good knowledge of designs' dimensions and videos' requirements for Social Media.
- Good experience in using Camtasia Studio (Video Editing).
- I know the basic of Photoshop CC.
- Good knowledge in solving the technical issue and giving all possible support.
- Familiar with some accounting software (Idari soft, Sahli soft, and Minerva).

Typing Skills

English: 10/10
Arabic: 10/10 (very fast and accurate)

Work Experience

November 2018 to June 2020
Think Media Labs | Beirut, Lebanon | Dubai, Media City
(www.thinkmedialabs.com)

Accounts Manager
Arabic Copywriter
Social Media Strategist

Duties include:

- Planning and executing social media campaigns on Facebook, Instagram, and Google.
 - Managing and optimizing Zendesk (Customers support platform).
 - Copywriting and proofreading
 - Good experience in working with influencers
 - Managing the multi-social media channels (Facebook, Instagram, Twitter, YouTube).
 - Content generating: Facebook Ads, Google Ads, Social media posts, FAQs, Websites, Mobile Apps, Google Play Store and App Store Descriptions, YouTube, IGTV, Podcasts, documentations, Push Messages, and others.
 - Handling all design requirements and communicate with the designers.
 - Hiring the needed freelancers on Upwork for the clients/projects.
 - Working with web developers to launch new websites for clients.
 - Very good knowledge using project management tools like ClickUp and Toggl.
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October 2018 to November 2018:
Accelerate Me Online | Lebanon in associating with Extra Stores | KSA
(<http://www.acceleratemeonline.com>)
(www.extrastores.com)

Social media pages moderator | Freelancer

Duties include:

- I was responsible for moderating the Twitter account of Extra Stores during their Mega Sales Event.
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January 2018 to June 2018:
AL MARAM 2 D.M.S

Accountant and Warehouse Manager

Duties include:

- Managing all financial operations related to the company.
 - Salesman and Customer Service.
 - Communicating with suppliers in order to ask for the product and its time to arrive at the store.
 - Doing all store inventory operation (In & Out).
 - Dealing with our distributors and sales representatives.
 - Managing payments and wages.
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April 2017 to December 2017:
Falafel Games | Lebanon & China

Project Manager

Duties include:

- Responsible for managing an online mobile game "Action Anime" "اكشن انمي".
 - Sales, Marketing, and online Customer Services.
 - Communications with the Chinese developers.
 - Managing Facebook, Twitter, and Instagram pages (Community Manager).
 - Managing the new feedback on google play store and response for the reviews.
 - Testing the new games.
 - Translating and localizing new games to Arabic.
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April 2015 to March 2017
Game Power 7 | Spacetoan Media Group | Dubai and Damascus

Project Manager

Duties include:

- Managing an Online FPS game (Adrenaline) (أدرينالين).
 - Conduct daily follow up with the game developer in Korea for all related issues.
 - Selection and training new employees.
 - Supervisor over 6 persons within the project.
 - Working on for marketing and sales plans.
 - Set the rules for bonuses and incentive system.
 - Managing customer service outlets: Websites, Forum, Facebook, support system, and tickets.
 - Preparing a crises management plan.
 - Proceeding and dealing with the design team in order to have all the needed designs before the deadline.
 - Coordinate with the developer regarding the game's new events and activities requests.
 - Testing new games.
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June 2014 to March 2015
Game Power 7 – Spacetoan Media Group – Dubai

Community Manager

Duties include:

- Content creation: writing blog posts, articles, newsletters, communications materials, and material for social media channels.
- Social media marketing: creating, managing and growing the company's presence through blogs, Twitter, Facebook, and other strategically relevant online properties.
- Events planning.
- Customer relations: responsible for customer support – answering questions however they come in (Facebook, forum, e-mail, Twitter) and managing any online feedback.
- Communications/marketing strategy: creating strategic marketing/communications plans to provide direction for the company's public-facing communications.
- Coordinate with Marketing, PR and communications team to ensure game consistency.
- Set and implement social media and communication campaigns to align with marketing.
- Provide engaging text, image and video content for social media accounts

May 2013 to January 2014
Noor Al-Sham (Learning Institute)

Teacher

I was responsible for teaching the following subjects:

- Basic of Management.
 - Basic of Marketing.
 - Strategic Management.
 - International Management (overseas).
 - E-Marketing.
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February 2012 to April 2013
Sukareeh for lightning and trading

Accountant

Duties include:

- Responsible for managing all financial operations in branch.
 - Salesman and Customer Services.
 - Communicating with suppliers in order to ask for the product and its time to be delivered to the store.
 - Doing all store inventory operation (In & Out).
 - Deal with our distributors and sales representatives.
 - Managing payments and wages.
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2010 to 2011
Al Hamwi for trading

Accountant and Salesman

Duties include:

- Responsible for managing all financial operations in the store.
 - Salesman and Customer Services.
 - Communicating with suppliers in order to ask for the product and its time be delivered to the store.
 - Doing all store inventory operation (In & Out).
 - Deal with our distributors and sales representatives.
 - Managing payments and wages.
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2006 to 2007
Al Rejjal

Assistant for HR & PR Manager

2003 to 2005
Masah for trading

In-Door salesman

2000 to 2001
Freelance

Babysitter

Training and courses

- Facebook Blueprint 2019:
<https://www.facebook.com/business/learn>
An online education program that teaches the best practices of advertising on Facebook and Instagram.
I did finish about 70% of this online course.
- Crowd Analyzer 2019:
<https://www.crowdanalyzer.com>
The first Arabic social media monitoring platform.
- Facelift Cloud 2019:
<https://www.facelift-bbt.com/facelift-cloud>
Facelift Cloud is a multi-certified software solution with all components for professional social media marketing at the enterprise level.
- Customer Service: Game Power 7 (2014) (1st ranking with 92% grade).
- TOT course (Training of Trainer): The Arab International Academy for Training (2012).
- TOT course: Business Clinic Damascus (2012).
- Bank Operations: Bank of Jordan-Syria (2012).
- ICDL: Executrain Syria (2011).
- An introductory course in the field of international Bourses and Money exchange: Informatics Youth Center (2010).
- Small and moderate projects management: Intilaaqah training program by Shell Company, Syria (2009).

Hobbies

- Drawing, playing video games, mobile games, Football, Biking, and table tennis.

Thank you