

Hania Mamlouk

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Professional Summary

Detail-oriented professional with experience in community engagement, research coordination, and digital communication. Skilled in stakeholder management, data collection, and program support. Committed to impactful projects and sustainable development.

Core Skills

- Community & Stakeholder Communication
- Data Collection & Interviewing
- Digital Community Management
- Customer Service & Conflict Resolution
- Event & Workshop Support
- Content Planning (MS Office, Canva)
- Languages: Arabic, English, French

Professional Experience

Sales Manager – Artisanat Bader / Abayat Bader, Kuwait (Oct 2024 – Mar 2025)

- Managed promotions, daily operations, and cash handling
- Ensured customer satisfaction and resolved on-site issues
- Supported inventory and improved client communications
- Engaged stakeholders to align strategies
- Led a team to meet sales goals and improve workflow

Team Supervisor – Ipsos Lebanon (Jan 2024 – Sep 2024)

- Supervised and supported field teams in conducting market and social research interviews
- Provided on-site training and guidance to new interviewers
- Compiled progress reports and contributed to performance evaluations

Online Community Coordinator – The Creative Mood, Dubai (Remote) (Dec 2022 – Dec 2023)

- Developed and maintained content calendars to drive community engagement
- Fostered meaningful interactions across digital platforms and social media channels
- Collaborated with creative teams and external partners to align messaging and brand tone
- Gathered and analyzed community feedback to inform campaign strategies and improvements

Ticketing & Customer Service Agent – Metro Al Madina (Jan 2022 – Dec 2022)

- Handled ticketing, guest inquiries, and event support
- Ensured smooth customer experience during busy events

Education

Bachelor degree in Public Relations

Lebanese International University

Oct 2018 – Jun 2021

Projects & Volunteering

Data Entry Team Member – Forward Mena (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

Donner Sang Compter – Blood Drive Volunteer (2018)

- Helped with setup, registration, and awareness efforts
- Coordinated with stakeholders and supported the team