



RESUME

Fatima Badreddine

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LinkedIn Profile: Fatima Badreddine

Profile:

Strong background in client relationship management, serving as a key link between clients and marketing team to ensure smooth project execution. Skilled in customer support, Proficient in multiple languages. Proven track record in the humanitarian field and committed to delivering effective, compassionate support to diverse and marginalized communities.

Education:

2020-June2021 **Degree:** Master 1 in **Translation**
University: Islamic University of Lebanon, IUL.

Degree: Bachelor degree in Translation at the
Lebanese International University, LIU

2015 - June2018

Senior project: Translation of a book for Brayan
Tracy "How to Achieve your goal" from English into Arabic.
Deans Honor list

2015 **Degree** High School in Philosophy
School: Al Sabbah high School

Certificate: Delf B1 in French from the French Cultural Center

Work Experience:

Customer Support

Operations and Customer support at Arrow TradeFX

April 2025 - June2025

- Handling client inquiries and support requests with professionalism and efficiency
- Processing and managing back-office operations, including account verifications and transaction monitoring
- Handling clients IB's backend system, ensuring smooth operations and accurate data management
- Coordinating with other departments to ensure smooth operations

Account management

Account Manager at Senrize marketing agency

June, 2023 - May, 2024

- Handling objections and overcoming customer concerns
- Build and maintain strong, long lasting customer relationships through regular communication and weekly follow ups
- Manage a portfolio of accounts and responsible for building strong client relationships
- Lead merchants meeting, set projects timelines, and ensure quality control and compliance with business expectations
- Oversee project execution to ensure projects are completed on time, within budget and client satisfaction

Humanitarian Experience

Social Worker with World Vision International

February, 2023 - March, 2023

- Data entry
- Supervising 150 beneficiaries
- Providing logistical Support for the preparation of the activities
- Support for Outreach activities

Needs Assessment with World Vision International

November 2022

- Data collection through conducting phone calls
- conduct and analyzing baseline assessments to track progress and impact
- Lead on focus group discussions in the municipalities
- Field activities covering South area including Saida, Sour and Sarafand

Social Worker with World Vision International

Nov, 2021 - Sep, 2022

- Outreach activities to register participant
- Conduct phone call assessment for selected communities
- Participation in preparation of sites and distributions of in-kind hygiene kits & provide group covid-19 awareness sessions in municipalities
- Follow up on beneficiaries
- Participate in door-to-door of in-kind hygiene kits distributions to provide shops kits and awareness sessions
- Filling segregations for the MOV's (means of verifications) during distributions and collect the missing data during post distributions
- Participate in warehouse packaging
- Data entry & administrative work for preparing distributions sheets.
- Conduct phone calls awareness sessions for infected positive COVID-19 cases

Translation & teaching experience

2019-2021

Translation: Voice note Transcription and Translation with Bot for 2 years

Translator for a focus group discussion with Syrian refugees

Teacher English teacher for KG3 class at College Notre des Soeurs Antonines, Nabatieh

Training with Info Pro Project related to schools amongst the whole Lebanese region

Skills:

- Time management
- Negotiation skills
- Team collaboration
- Problem Solving
- Customer support
- Humanitarian aid & assistance
- Monitoring operations and performance progress
- IT- Intermediate at Microsoft Excel, Word & PowerPoint- Familiar with CRM software
- Presentation skills
- English (Very good spoken and written), French (Very good spoken and written), Arabic, Spanish level 2