



RESUME

Fatima Badreddine

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LinkedIn Profile: Fatima Badreddine

Experience in Sales and account management, Two years of experience in humanitarian sector with a background experience and Degree in Translation.

Profile:

Proven Track record in driving sales growth through strategic planning and customer relationship management. Skilled humanitarian worker and adept translator with a strong background in facilitating cross-cultural communication and support in humanitarian field. Proficient in multiple languages, committed to social justice, and experienced in delivering impactful aid to marginalized communities. Proven ability to navigate diverse cultures, translate effectively, and drive positive change in challenging environments.

Education:

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|-----------------|---|
| 2020-June2021 | Degree: Master 1 in Translation University: Islamic University of Lebanon, IUL. |
| 2015 - June2018 | Degree: Bachelor degree in Translation at the Lebanese International University, LIU 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:

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

Participated in Wash project to address Covid-19 emergency response in South for eight municipalities.

- 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 & Secretary Experience

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

Secretary Specialized eye center in Nabatieh

Teacher Education center, private courses teacher

Skills:

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