

Professional Experience

Fitness Zone – Hamra Branch

Membership Consultant

- Consistently exceeded monthly membership targets enrolling 55–65 new members per month.
- Sustained a tour-to-join conversion rate through goal-focused club tours and proactive objection handling.
- Grew referral lead volume quarter-over-quarter by launching and nurturing a “Bring-a-Friend” initiative.
- Cross-sold personal-training packages and retail items annually via needs-based consultations.
- Maintained compliance with day-1/7/30 follow-up cadences using CRM automation, preventing prospect drop-off.
- Mentored two junior consultants on consultative selling; both reached full quota within their first 60 days

Fitness Zone – DALFA Branch

Front of House

- Assisted in daily operations of the gym, ensuring a clean, safe, and welcoming environment for members
- Provided excellent customer service by addressing member inquiries, concerns, and feedback promptly
- Supported sales initiatives by promoting memberships, personal training packages, and special offers
- Helped manage front desk operations including check-ins, new member onboarding, and facility tours
- Supervised and coordinated staff schedules, ensuring proper coverage and smooth workflow
- Monitored equipment functionality and arranged timely maintenance and repairs
- Maintained accurate records of memberships, waivers, inventory, and staff attendance
- Assisted in planning and executing gym events, marketing campaigns, and promotional activities
- Collaborated with the gym manager to meet monthly membership and retention goals.

Obi Sushi

Operations Supervisor

- Developed and managed staff schedules to ensure adequate coverage during peak hours and special events.
- Conducted regular performance evaluations, provided constructive feedback, and implemented training programs to enhance staff skills and productivity.
- Maintained high standards of customer service, ensuring a memorable dining experience for all guests.
- Efficiently handled customer complaints and resolved issues to ensure customer satisfaction.
- Managed reservation systems and optimized seating arrangements to maximize customer flow and minimize wait times.
- Prepared and presented detailed reports on sales, customer feedback, staff performance, and operational efficiency to senior management.
- Attended and conducted regular team meetings to communicate goals, updates, and address any issues or concerns.

Gray McKenzie Warehouse

Quality Control Specialist

- Conduct detailed inspections and quality assessments of products to ensure compliance with company standards and industry regulations.
- Review and translate quality control documentation between English and Arabic, ensuring accuracy and clarity for effective communication across multilingual teams.
- Analyse quality control reports to identify trends and areas for improvement, providing actionable feedback and recommendations to enhance product quality and process efficiency.
- Provide training on quality control procedures and tools, creating and presenting bilingual materials to ensure comprehensive team understanding.
- Ensure compliance with industry regulations and standards, staying updated on regulatory changes and integrating them into quality control practices.
- Perform data entry tasks related to quality control, including inputting inspection results, tracking defects, and updating records to maintain accurate and comprehensive data.

Image Production House (IPH)

Translator and Subtitler

- Translated scripts, dialogues, and documents from English to Arabic and vice versa, ensuring cultural accuracy and relevance. Tailored content to target audiences, enhancing accessibility.
- Managed the creation and synchronization of subtitles films, TV shows, documentaries, and commercials using Polyscript software ensuring timing and readability standards for optimal viewer comprehension.
- Collaborated effectively with directors, editors, and production teams to understand project requirements and deliver precise translations. Provided timely updates and addressed any concerns during the subtitling process.
- Developed advanced proficiency in Polyscript subtitling software, becoming a subject matter expert within the team. Utilized Polyscript to its full potential for subtitle creation, synchronization, and formatting.
- Managed multiple subtitling projects simultaneously, ensuring deadlines were met without compromising quality. Coordinated with other departments to streamline the translation and subtitling workflow.
- Translated and subtitled projects received from leading media and entertainment companies, including National Geographic, OSN, Discovery Channel, Shahid, MBC, Warner Bros, Disney, Cartoon Network, BeIN and more.
- Actively participated in training new translators and subtitlers. Shared expertise in Polyscript usage and subtitling best practices. Mentored 5 junior team members, resulting in an increase in their productivity. Conducted monthly workshops to foster skill development within the team.

Al Yonbough Elementary School

Full Time- Elementary English Teacher

- Developed and taught engaging English lessons focused on phonics, vocabulary, grammar, reading, and writing.
- Created a supportive and collaborative classroom environment to encourage student participation and confidence.
- Adapted instruction to meet diverse student needs and learning styles, providing extra support as needed.
- Assessed student progress through various methods and provided feedback to students and parents.
- Participated in professional development to stay updated on best practices in teaching and literacy.

Self-Employed

Contractor - Freelance Editor and Translator

Beirut, Lebanon
Aug 2020 – April 2021

- Edited and refined documents to improve clarity and readability, including academic papers, reports, and marketing materials.
- Created clear and accurate technical documentation and user manuals, translating complex concepts into easy-to-understand language.
- Performed proofreading and quality assurance to correct spelling, grammar, and typographical errors.
- Provided precise translation services for various content types, ensuring cultural sensitivity and accuracy.

Education

American University of Culture and Education

Bachelor of Arts, Linguistics and Translation, GPA 3.5

Beirut, Lebanon
Aug 2022 - Present

Lebanese University

Bachelor of Education, English Literature, GPA 3.7

Beirut, Lebanon
July 2019 – Jan 2022

Technical Skills

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| • Microsoft 365 Suite | • Technical Documentation | • Data analysis and visualization |
| • Google Docx | • FABSsubtitled | • Agile and waterfall methodologies |
| • Goole Sheets | • Omega Software | • HSE Management and Risk assessment |
| • Proofreading and Editing | • Invoice Processing | |