

Nour AL-Samman

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❖ Objective:

To continue my career with an organization that will utilize my management, supervision and management skills to benefit from mutual growth and success.

❖ Personal information:

Date of Birth: 1st of January 1997

Address: Iraq, Erbil

❖ Education:

Graduated from Damascus University, Economic Faculty, Business administration 2021

❖ Work Experience:

EXA Information Technology Company

Social Media Specialist

June 2021 _ Aug 2021

- Develop, implement and manage the social media strategy
- Define most important social media KPIs
- Manage and oversee social media content
- Work with designers to ensure content is informative and appealing
- Communicate with industry professionals and influencers via social media to create a strong network

Syriatel Mobile Telecommunication Company

Brand activation / Events & sponsorship coordinator

December 2017 – November 2019

- Giving new ideas for events, sponsorship and all related section for brand activation.
- Executing events and sponsorship on the field, to ensure that event is conducted as agreed.
- Checking advertising related issues (logo, designs, photos, media Coverage) after or during the event.
- Evaluate planned event and sponsorship proposals of external entities.
- Maintain professional relationship with all external entities and agencies.
- Coordinate with external entities for the development of activities that align with company strategy to improve corporate stature and publicity.
- Prepare reports of all proposed events with their current status

Some projects and events:

- The Mass wedding project
- Damascus international fair 2018/2019 & 2019/2020
- Damascus Fun day for Syriatel Employees and CSR Fun day for families of martyrs
- Syria Peace Marathon 2018
- festivals events such as (Seif Sbeai concert)
- in addition to many cultural, educational and other exhibitions such as (International Education Fair and JobEx MobEx ,SIUS)
- Also handling sport players sponsoring and all related issues

Syriatel debt collection support _ collector _ Representative part-time **April 2017 _ November 2017**

- Inform the bad debt customers
- Persuade bad debt customers to reactivate their disconnecting lines after setting their dues
- Recommend solutions that optimize the bad debt recovery process
- Provide debt customers with information about some services

Syriatel Contact Center Representative – part-time **Aug 2015 – March 2017**

- Answer all customers calls and respond to their inquiries inadequate manner
- Promote the services through calls in a professional manner
- Register customers complaints, inquiries and suggestion to be followed by the concerned party
- Assisting the customers in solving any problem related to GSM services
- Report all detected problems or system errors

❖ **Volunteer Experience:**

ZOA-SYRIA organization

MEAL volunteer **Aug 2020 – DEC 2020**

- Conduct an assessment visit
- Follow up on the project assessment and database
- Reviewing data for beneficiaries
- Coordinate with local authorities and partner
- Monitor the process of distributing

The Syria Trust for Development

Outreach volunteer in Naher Eshaa community center **Sep 2016 - Feb 2017**

- Conduct an assessment visit
- Data collection and acquisition through community survey and needs assessment
- Distribute the kits and items for beneficiaries
- Conduct the initiatives with the local community

Logistic support:

- Logistics preparations for training rooms and training materials
- Assist trainers with any logistics support (printings, flip chart, games, etc.)
- Data entry for the documents of beneficiaries
- Promote Business Clinic services.

Warehouse supervisor:

- Follow up the requests of purchasing the training items with the organization accountant
- Make sure the required quantity available in Business Clinic warehouse on monthly basis

❖ **Language skills:**

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- Arabic: mother tongue.
 - English: very good (writing, reading, listening, speaking).

❖ **Trainings / Courses:**

Facebook/Coursera

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| • Fundamentals of social media advertising | 29/06/2021 |
| • Social media management | 03/04/2021 |
| • Introduction to Social Media Marketing | 03/05/2021 |

Google

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| • Digital marketing | 03/03/2021 |
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Forsa

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| • Visual Identity & trademark | 02/03/2021 |
| • Content creation | 04/03/2021 |

ALTANMYA ACADEMY

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| • PMP course | 08/10/2019 |
| • Intermediate Accounting (IA) | 19/02/2020 |

Syriatel

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| • Stress management | 03/07/2018 |
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Syriatel eLearning

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| • How to market your events | 01/09/2019 |
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Business Clinic

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| • Time management, Problem Solving and Decision Making | 17-24/09/2014 |
| • Economic Feasibility Study. | 29/10/2014 |
| • Mind Mapping. | 15/10/2014 |
| • HR science Application | 23/10/2014 |
| • Cash Flow Study | 20/11/2014 |
| • Basics of Marketing | 28/05/2015 |
| • Presentations skills | 13/05/2015 |

❖ Computer skills:

- MS Office: Windows, Word, Excel, PowerPoint programs.
- Well command of using Internet and E-mail (Outlook & Gmail).
- Oracle end-user

❖ Soft skills:

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| ▪ Negotiation Skills | Relying on environmentally friendly solutions |
| ▪ Work under pressure | Excellent communication skills |
| ▪ Goal-oriented | Great ability to work with a team |
| ▪ Problem-solving | Decision Making |
| ▪ Stress management | Time management |

All documents and references are available upon request.