



Safaa Bdour

Organised, reliable, resourceful, ambitious, attentive,

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Languages

Arabic

English

About

With extensive experience in managing retail and event operations, I excel in customer service, store maintenance, and social media marketing. Skilled in upselling and complaint handling, I adapt quickly to diverse retail settings, ensuring smooth and efficient shop floor management. Fluent in basic Arabic and English.

BRANDS WORKED WITH

- Arab women of the year awards
- Bubble chai
- Bubble Tea
- charted projects
- Divine touch salon
- Hilton Garden Inn Hotel
- London fashion events
- Naiomis trending

Experience



● Social media manager

London Arabia Organisation | May 2019 - Now

Within this job I was assisting with setting up the event and made sure everything went accordingly to the event manager and CEO of the company Mr Omar Bdour's expectations. Ontop of this I helped keep people on track and controlled the social media mainly focusing on Instagram posts and stories for the day of the event.

● F&B Team Member

Hilton Garden Inn Hotel | Aug 2022 - Dec 2022

Took control of different sections in the hotel and was placed in a variety of different stations and different floors to work in each week I was handling customers and making beverages and helping with any difficulties needed.

● Social Media Marketing Manager

London fashion events | Feb 2021 - May 2022

This company plans fashion events and shows. I ran their social media accounts and created their brand logo. This involved in controlling their Instagram dm's, posts and stories as well as all their other social medias.



● Barista

Bubble Tea | Apr 2021 - Apr 2022

I made the drinks. Took care of the money at the till. Took orders etc. I did everything needed in the shop as their would only be one person working in the shop at a time. So I was the only person in the whole shop when no customers where about

● Social Media Manager

Naiomis trending | Nov 2021 - Mar 2022

I created content for their social media and was in control of making sure the models knew what they where doing I also made sure the dj understood their role. Ontop of that I helped lead people to their seats and greet people at the front entrance.

● Stylist Internship

Divine touch salon | Jan 2020 - Dec 2020

Worked at front desk answered calls and greeted customers. Helped out some of the hairdressers by washing the clients hair and drying it.

- **Intern (event officer)**

Arab women of the year awards | Jan 2019 - Dec 2019

Using content and templates provided, create and send e-marketing communications. Provide input into template design and layout. Help with social media. Contributed in the Fashion Show by getting the models ready and assisting the designers backstage. Set up and got everything ready for the event with a team of people.

- **Social media assistant**

charted projects | Oct 2022 - Feb 2024

In this job I took control of their social media pages and was in charge of creating and posting content daily/weekly.

Education & Training

2021 - 2024 ● **The Global Academy**

Master of Education,

2015 - 2021 ● **Rooks Heath College**

GCSE in English, Maths, French, Geography, Drama,