

ZOUEIN, Maya

Outgoing people person adept at bringing individuals together and establishing lasting relationships, communicating with diverse personalities, and exceeding corporate goals. Accomplished in marketing and public relations. Enthusiastic to travel. Core competencies include:

- Key Relationships
- Client Satisfaction
- Account Management
- New business development

Professional Experience

Blast'Inc (Promotion & Hostessing Agency)
Operations Manager

December 2012 - Present

- Direct and coordinate activities of departments concerned with the service, pricing and management of material.
- Manage and supervise staff, prepare work schedules and assign specific duties.
- Monitor and evaluate performance, implement improvements. Carefully consider decisions as to whether a new freelancer should pass probation or not. After probation period, regular information concerning freelancer's performance is to be saved during the weekly meeting.
- Overview sales and activity reports, and other performance data collected from the Supervisor and the Assistant Operations Manager to measure productivity and goal achievement and to determine freelancers needing improvement.
- Establish and implement departmental policies, goals, objectives and procedures, conferring with CEO and staff members as necessary. Monitor adherence to rules, regulations and procedures.
- Determine staffing requirements. Interview and train new freelancers. Decide to completely stop a freelancer from work. Train new staff when needed
- Monitor providers to ensure that they efficiently and effectively provide needed services while staying within budgetary limits.
- Supervise management of goods into and out of the operations.
- Assist customers, assist briefs
- Develop and implement recruiting strategies
- Recommend customers to CEO
- Long-term planning including an initiative geared toward operational excellence
- Freelancers' payroll management

AxeIn (VAS Provider-Telecom)

April 2011 – November 2012

Partnership & Communication Manager

- Lead business communications with new and ongoing partners.
- Present different Mobile Applications to operators in the MEA (STC, Mobily, Zain, Umniah, Etisalat etc.).
- Evaluate Business Model with different operators.
- Develop partnership strategy for AxeIn products.
- Initiate, follow up, and develop business contact with partners in Middle East.
- Analyze market trends, customer segments and requirements.
- Manage partnership relations, including follow ups and reports to update partners about the product evolution.

A-Manasseh Engineers (Engineering & Contracting)

July 2007-March 2011

Senior Executive Assistant

- Maintain department office area in an organized and professional manner including supplies & equipment.
- Write correspondence, speeches, presentations and even press materials and announcements from the executive office.
- Develop staff and board presentations and annual reports
- Liaison with outside business organizations and industry associations.
- Facilitates communication, plans events, distributes information, drafts agendas and schedules meetings and records the minutes.
- Coordinate activities, information meetings, and various training programs.
- Assist the HR Director with the recruitment, interviewing, and selection processes and sends appropriate correspondence to all applicants in a timely manner.

Academic Background

2004-2007 **Lebanese University:** Marketing & Advertising – Faculty of Information & Documentation
2003-2004 **Lebanese University:** Documentation – Faculty of Information & Documentation
2002-2003 **Ecole Notre Dame Du Mont Carmel – Fanar:** Lebanese Baccalaureate in Sociology & Economy

Languages

English, French, Arabic – Very well spoken and written
Italian - Beginner

Interests

Shopping - Event planning – Hiking

References

Available upon request