

Sara Madanat

(650) 228-4480 - saramadanat@gmail.com

EXPERIENCE

Revinat, San Francisco — *Support Specialist*

October 2015 - March 2017

Reduced customer service email response time by 30%, leading to increased customer satisfaction.

Managed 'Desk' support tickets and phone support for over 30,000 global customers.

Authored both internal and external product guides and documentation.

Troubleshoot and identified bugs across the full Revinat Product Suite (Marketing, Reputation, and Surveys).

Hosted monthly video training using GoToWebinar for top-tier North America customers.

Apptuto, *Marketing Intern*

June 2015 - November 2015

Built and executed social media strategy through competitive and audience research.

Managed all social media channels (Instagram, Facebook, and Twitter).

Assisted CMO on testing paid marketing channels and setting up analytics.

Developed an editorial calendar to coordinate publishing schedules.

Loews Regency (previously Mandarin Oriental), *Guest Relations Agent*

September 2014 - October 2015

Completed extensive training, as well as training new employees, in Opera Property Management System.

Maintaining and building client relationships to ensure return business.

EDUCATION

San Francisco State University, *Hospitality & Tourism Management*

SKILLS

Online community management, creating creative and engaging content.

Data-driven, quick learner, problem solver and analytical.

Ability to adapt to changing customer success landscapes by regularly developing and enhancing training & support methods.

Proficient in: MS Suite, JIRA, SendGrid, MailChimp, Zendesk, and Google AdWords.

Familiar with HTML and CSS.

LANGUAGES

Fluent in Arabic

ACTIVITIES

Revinat Culture Club
Young Travel Professionals
Habitat For Humanity, volunteer
GLIDE (Feed the Hungry), volunteer