

# DIALA TAMIM



## BASIC INFORMATION

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## PERSONAL DATA

Nationality: Lebanese  
Date of Birth: 05/10/2001

## EDUCATION

<b>BA in Psychology</b> Lebanese American University (LAU)	2019 – 2022
<b>High School Degree</b> Makassed Khaled Bin El Walid College	2016 – 2019
<b>Middle School Degree</b> Hariri High School II	2004 – 2016
<b>Child Protection Policy Workshop</b> by HIMAYA and NAFDA Child Protection Policy workshop with Nafda pioneering schools.	March 2023
<b>"Introduction to Mental Health Disorders in Children and Youth: Detect and Refer" Course</b> by Cenacle de la Lumiere – CDLL	March 2023
<b>UNODC: Strong Families Training</b> by UNODC Strong families, a UNODC evidence informed selective family skills intervention for families in low resource challenged settings parenting under stress. It offers a combination of parenting knowledge, skill building, competency enhancement and support. It has been designed to reduce presenting problems and prevent future difficulties with the aim to improve caregivers and children mental health.	February 2023
<b>Member of the UNODC Lebanon Youth Network</b> UNODC Lebanon Participated in the launch event of the 2025 youth activities under the <i>Youth4Impact</i> regional program, organized by UNODC. Explored and engaged with interactive tools and educational board games designed to promote youth involvement and community engagement.	March 2025 – Present
<b>Child Safeguarding ToT in Lebanese Schools</b> Misereor Germany and Lebanese Heritage Foundation Completed an intensive Training of Trainers program within the <i>Child Safeguarding in 20 Lebanese Schools</i> , gaining advanced competencies in child protection policies, psychosocial support, positive communication,	October 2025 – December 2025

case management, and safe school environments. Trained to cascade safeguarding practices to staff, parents, and students, and certified as a national-level trainer for expanding child protection frameworks in Lebanese schools.

## WORK EXPERIENCE

### School Counselor & Marketing Coordinator

Makassed Khaled Bin El Walid College

September 2022 - Present

- Generally responsible for the school's counseling program which improves students' outcomes. The counselor leads and collaborates to promote equity and access for all students by connecting their school counseling program to the school's mission. My main tasks included:
- Implementing strategies needed to develop in academic, career, and personal social domains.
- Delivering and implementing individual and group counseling sessions, classroom guidance lessons, academic advising and support, and advocacy
- Collaborating with school professionals to apply changes and implement school reforms.
- Serving as an advocate to students and answering and attending to their concerns.
- Keeping track of a counseling log for all students who are attending sessions (case details)
- Applying mental health/ counseling related activities for students
- Implementing child protection policy at school
- Conducting meetings with parents when applicable
- Provides a safe, comfortable, and private space for students that they can use whenever they can.
- Manage the school's social media accounts, ensuring consistent posting, engagement, and alignment with the school's values and image.
- Develop and implement creative marketing campaigns to promote school events, initiatives, and achievements.
- Create visual materials that reflect the school's yearly theme, mission, and culture.
- Design posters, banners, and digital content for school events, campaigns, and announcements.
- Collaborate with different departments to bring school campaigns and celebrations to life through cohesive design and messaging.
- Supervise photography and videography for school documentation and promotional purposes.

### Leader in Me Program Coordinator

Makassed Khaled Bin el Walid College

September 2024 - Present

Managed and coordinated the implementation of the "Leader in Me" program at the school, successfully leading the Lighthouse team and overseeing all administrative tasks. Ensured effective program delivery by coordinating meetings, documenting updates, and liaising between the school and the Franklin Covey institution. Played a pivotal role in achieving Lighthouse School status, contributing to the school's culture of leadership and excellence.

- Led and managed the Lighthouse Team, ensuring smooth coordination and alignment across staff, students, and leadership.
- Oversaw all administrative and management tasks related to the Leader in Me program, including documentation, planning, and follow-up.
- Coordinated and facilitated regular meetings with the Lighthouse team, student leaders, and staff committees.
- Acted as the primary point of contact between the school and Starmanship and Associates.
- Monitored program progress, collected evidence, and ensured all Leader in Me criteria and standards were met.
- Organized and supported school-wide leadership initiatives, events, and activities aligned with the 7 Habits and school culture.
- Ensured staff members were trained, informed, and engaged in the program requirements and leadership framework.
- Managed the Lighthouse documentation process, including tracking implementation, gathering artifacts, and preparing for the review visit.

- Successfully led the school to earn the Lighthouse School Certification, the highest level of recognition in the Leader in Me framework, making KWH the first school in Lebanon to receive the certification, and the 6th in the Middle East.

### Assistant Head of Support Team (part time)

September 2024 - December 2025

EI7 Training and Consulting (in the UAE remotely from Lebanon)

- Supervise and manage the daily operations of the support team to ensure smooth workflows.
- Assign tasks, set goals, and monitor the performance of team members.
- Develop team skills and knowledge to align with company goals and client needs.
- Identify areas for improvement and implement corrective measures.
- Monitor and analyze client feedback to improve service quality.
- Monitor support KPIs, such as response times, resolution rates, and client satisfaction.
- Oversee the resolution of urgent client or operational issues to minimize disruptions.
- Ensure timely and accurate responses to client inquiries and complaints.
- Oversee the delivery of high-quality support services to meet client expectations.
- Ensure that all client interactions reflect the company's professional image and values.

### Customer Support and Operations Specialist

January 2025 - June 2025

Sketch Entertainment LTD (UAE based, remotely)

- Acted as the designated contact person for all retail and wellness clients, ensuring clear communication, consistent service delivery, and stakeholder satisfaction through regular updates and weekly calls.
- Created, onboarded, and regularly updated digital signage content for all clients, maintaining visual consistency and relevance.
- Learned and mastered the use of Barix for musical solutions, including creating custom volume schedulers tailored to client needs.
- Managed and maintained client relationships using Streak CRM, ensuring accurate tracking, communication history, and progress monitoring.
- Responded promptly and professionally to all customer inquiries received via WhatsApp, maintaining a high standard of customer care.
- Updated and organized client information, brand identities, and service overviews to ensure clear documentation and efficient data management.
- Handled customer support via email, phone, and chat, resolving issues promptly and ensuring client satisfaction.
- Coordinated with internal teams (marketing, production, logistics) to support seamless operations and event execution.
- Monitored orders, deliveries, and service timelines to ensure smooth operations and client expectations were met.
- Supported event logistics, including backstage coordination and communication with talent and technical teams when required.
- Developed internal support resources and contributed to continuous process improvement.
- Collaborated with the leadership team to improve internal processes and enhance the customer journey.
- Prepared weekly performance and customer satisfaction reports for management review.
- Developed FAQ resources and templates to optimize response time and improve team consistency.

### Operations and B2b Executive

April 2023 - November 2024

Joozoori - Customizable Children Stories (in UAE remotely from Lebanon)

- Managing and overseeing day-to-day operations to guarantee efficient business operations.
- Maintaining organizational goals and setting measures to increase operational effectiveness.
- Development and execution of standard operating procedures (SOPs) to improve productivity and streamline workflows.
- Locating process bottlenecks and opportunities for improvement, and subsequently setting plans to proceed with them.
- Collaborating with cross-functional teams to promote efficient coordination and align operational

goals.

- Cooperating within teams and assisting with community management, B2b, and Social Media tasks and coordination.
- Built and maintained strong relationships with key business clients and partners.
- Identified potential business opportunities and expanded the client base.
- Monitored B2B account performance and ensured targets were met or exceeded.
- Drafted and reviewed B2B contracts to ensure compliance with company policies.
- Acted as the main point of contact for B2B clients, addressing their needs and concerns.

### **Project Manager**

BrainCX

The company launched a campaign for scheduling appointments for leads for Employee Retention Tax Credit program for the company CG Moneta. My responsibilities as the project manager were:

- Managing and supervising a team of 8 call center agents, observing their day to day tasks, monitoring task implementation and efficiency.
- Enhancing task improvement and development, and promoting employee wellbeing and comfort.
- Monitoring and assessing data entry on google sheets.
- Conducting team huddles throughout the shifts
- Sending daily reports of tasks, observations, statistics, and areas of opportunities
- Conducting weekly business review meetings with the client and providing updates

### **Customer Experience, Lead Generation, Quality Assurance and**

#### **Social Media Agent**

BrainCX (in the US Remotely from Lebanon)

As a lead generation expert, my responsibilities include generating new potential leads for the company and connecting with them. Also, being a point of contact between customers and the company through video chat and chat-bot features. I was also responsible of conducting daily calls as part of the contact center to provide customer support.

As a customer experience and quality assurance agent, my duties include conducting QA for conversations that happened between customers and agents and performing deep analysis of some areas of questioning.

Creating and managing social media platforms of the company: Linkedin, Facebook, and Instagram. Content creation and blog management.

### **Outreach Coordinator & Assistant Director of Outreach Unit**

LAU Simulation Models

September 2019 – January 2022

An Outreach Coordinator is responsible for being the main point of contact between LAU Simulation Models and school officials. The coordinator provides information, assistance, and guidance throughout the time of all programs; LAU Model United Nations, Model Arab League, Model European Union, Model African Union, and Model Good Governance. The coordinator is responsible to conduct calls to reach out to schools and promote the programs and provide customer service. Advisors receive any updates or required documents regarding their school's participation on a daily basis from the outreach coordinator through calls and emails.

As an Assistant Director of the Outreach Unit, I was responsible for a team of 12 coordinators alongside the team director where we both directed and monitored the coordinators' work, conducted trainings and meetings, ensured the processes are all done correctly, as well as being a leading example to all coordinators in work ethic.

### **Life Skills Trainer**

UNICEF

December 2021 – March 2022

A trainer at UNICEF is required to present weekly Life Skills sessions that cover interpersonal skills, psychosocial competencies, critical thinking, problem solving, time management, and other topics to unprivileged individuals. Sessions held included training, lectures and activities.

### **Psychology Student Intern**

University of Balamand

December 2021 – May 2022

I was a student intern for an Interpersonal Psychotherapy course conducted at the University of Balamand where I observed and attended the IPT course and completed occasional reports and assignments of the course material.

#### Trainer

2020 - 2021

Makhzoumi Foundation

As a trainer, I delivered training sessions tackling mental health topics. Monthly sessions are held online, each month tackling a new idea with the goal of raising awareness on mental illness and emotional well-being. Examples of previously topics discussed: social anxiety, growth mindset, psychological first aid, self-love.

#### Student Volunteer

2016 - 2019

Al Makassed Volunteering Unit

Volunteered at Al Makassed Volunteering Unit, attended fundraising events, dinners, went to orphanages and elderly homes, fed the poor, reorganized spaces, attended marathons, and more.

## SKILLS

Google Suite - MS Office - Clickup - Slack - Streak CRM - Zoho CRM - Salesforce - Canva - Microsoft Teams - Trello - Monday.com

## QUALIFICATIONS

Relationship building skills - Organizational skills - Management skills - Conflict resolution - Public speaking - Initiation - Negotiation - Detail-oriented - Interpersonal communication - Customer support - Emotional support - Empathy - Customer relationship management - Leadership skills - Adaptability - Communication - Community Management - Social media - Client Communication- Project management - Lead generation - Quality Assurance