

Zeina Al-Haffar

Senior Social Specialist

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Professional Summery

Dynamic and passionate Senior Social Specialist with over 14 years of experience in providing impactful social support and modern solutions, focusing on societal development, children's and family education.

Expert in kids' development across multiple core areas of social, emotional, educational and growing in a well environment, which challenges the kid to reach his full potential, in accordance with high standards and procedures.

Develop, lead and monitor dedicated programs dealing with the special educational cases, modern coping with teenagers and kids.

Superior in creating, managing, and administering community management systems and aligning policies and procedures with compliance laws.

A proven record of possessing a positive attitude and ability to coach this attitude to others, knowledge transfers using strong organizational skills.

Skilled in project management, community outreach, and educational consultancy.

Well experience in Montessori methodology.

Committed to transforming lives to be better through the power of knowledge. Where I believe that a good family, a good education, and a good community inspire great people!

Experience

Senior Social Specialist

Childhoody | USA Remote

November 2022 – May 2024

- Developed and implemented tailored Arabic language learning programs for children from diverse backgrounds across the U.S., focusing on engagement through digital tools and interactive learning materials.
- Collaborated with educational experts to create culturally relevant content, ensuring programs were accessible and effective for non-native speakers.
- Led social support initiatives to assist immigrant families in maintaining their cultural heritage while integrating into the U.S. educational system.
- Conducted workshops and one-on-one sessions to guide parents in supporting their children's Arabic language acquisition and overall educational success.
- Created and led online communities and support groups, fostering collaboration and knowledge-sharing among parents.
- Built strategic partnerships with local educational institutions, cultural organizations, and NGOs to expand the reach and impact of Childhoody's learning programs.
- Facilitated collaborations with key community influencers, bloggers, and social media platforms to drive program awareness and engage new audiences.

Social & Educational Support Specialist

Kenz Academy | UK Remote

September 2020 – October 2022

- Provided strategic guidance to mothers on managing children's behaviour and development across various age groups, from toddlers to teenagers.
 - Designed and delivered educational workshops and materials aimed at helping parents understand the psychological and emotional needs of children at different developmental stages.
 - Coordinated with healthcare and educational professionals to ensure holistic care and support for children's mental, physical, and emotional well-being.
 - Developed a comprehensive support framework for new mothers, offering emotional support, parenting strategies, and developmental advice.
- Led multiple social campaigns to raise awareness on critical issues, including early childhood education and maternal health.

Social and Education Supervisor

Mashaal Al-Sham School

2015, September - 2016, February

Led students' personal and professional development through a government-sanctioned program by establishing collaborative learning agreements and delivering regular performance evaluations and feedback.

Assisted students in maintaining their learning portfolios and provided targeted local support for those facing difficulties, in close coordination with families, school directors, and tutors.

Ensured students received comprehensive training in equality and diversity, fostering a positive and inclusive learning environment.

Conducted periodic parent meetings to address concerns, maintain engagement, and ensure high levels of satisfaction.

Designed and implemented age-appropriate activities for camp groups, promoting social and educational growth.

Managed the preparation, development, and submission of periodic reports for the Educational Supervisor, ensuring accuracy and alignment with program goals.

Community Manager

Spacatoon Group, GamePower7

2012, November - 2014, July

- Develop, plan, and implement comprehensive community, media, and communication strategies to enhance user engagement and brand visibility.
- Design and launch interactive activities and social campaigns tailored for gamers and users, driving participation and loyalty.
- Manage and motivate the customer support and success teams, ensuring high levels of user satisfaction and performance.
- Monitor, track, and report on user feedback and online reviews, leveraging insights to improve service and product offerings.
- Organize and manage events to boost brand awareness and foster community engagement.

- Coordinate with Marketing, PR, and Communications teams to meet user needs and exceed expectations.
- Liaise with Development and Sales departments to ensure alignment with business objectives.
- Respond to and resolve escalated customer requests efficiently, maintaining high service standards.
- Build and nurture relationships with customers and industry professionals to strengthen trust and brand reputation.

Deputy Project Manager

Spaceton Group, GamePower7

2011, October – 2012, October

Project Coordinator

Spaceton Group, GamePower7

2010, July – 2011, September

Education

- **DIPLOMA OF QUALIFYING EDUCATIONAL**
Faculty of Education
Damascus – 2014
- **BACHELOR OF SOCIETY SCIENCE**
Faculty of literature
Damascus – 2010

Volunteering

Social worker and Teacher

Jasmine School, Damascus

2009 - 2010

Core Competencies

- Social and Emotional Learning (SEL)
- Parent Support and Counseling
- Child Development Advocacy
- Cross-Cultural Communication
- Community Outreach & Engagement
- Educational Program Development
- Digital & Traditional Learning Strategies
- Team Leadership & Collaboration
- Eager to learn new technologies and systems

Rewards

Top Performing and Supportive Team Member

2021, June

Best Department Representative

2013, October

Employee of the Month

2013, June

2013, February

2012, November

2011, March