

SARAH ARABI

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SUMMARY

Enthusiastic architecture graduate with a strong background in design, customer engagement, and project coordination. Skilled in using Revit and other design tools to develop creative and practical design solutions, with a solid understanding of construction methods and environmental design principles. Experienced in client-facing roles, combining architectural thinking with customer service, marketing, and administrative support. Motivated to contribute design, coordination, and communication skills within a collaborative architecture or design-focused team.

WORK EXPERIENCE

Kitchen Depot - Sales & Design Consultant

January 2025 - August 2025

- Designed functional and aesthetic kitchen layouts tailored to client needs, budgets, and site requirements.
- Provided expert product and design advice while delivering excellent customer service in a showroom environment.
- Managed customer enquiries, orders, and documentation to ensure smooth project administration.
- Coordinated with suppliers, contractors, and internal teams to support timely project delivery.

Coles - Customer Service

Jan 2021 - Dec 2022

- Provided exceptional remote customer service, addressing customer inquiries and resolving issues through phone, email, and social media platforms.
- Demonstrated strong communication skills by effectively responding to diverse customer needs and ensuring a positive shopping experience.
- Utilized problem-solving techniques to handle customer complaints and feedback, leading to improved satisfaction ratings. Oversaw the maintenance of planning tool master data to align with updated SAP information.
- Collaborated with team members to streamline processes and enhance service efficiency, contributing to a cohesive remote work environment.

Forever New - Customer Service Assistant

Jan 2020 - Dec 2020

- Processed transactions accurately using point-of-sale (POS) systems, handling cash, credit/debit payments, and ensuring proper change is given.
- Provided outstanding customer service by greeting customers, assisting with product selection, and answering inquiries, contributing to a positive in-store experience.
- Worked collaboratively with team members to meet store targets, manage peak times, and ensure customer service standards were consistently upheld.

Mercury Energy - Inbound Call Representative

Jan 2019 - Dec 2019

- Managed high volumes of inbound calls, providing prompt and efficient support to customers regarding energy services and billing inquiries.
- Delivered exceptional customer service by actively listening to concerns, offering tailored solutions, and ensuring customer satisfaction.
- Maintained accurate records of customer interactions and transactions, contributing to effective follow-up and issue resolution.

Nike - Customer Service Assistant

Nov 2017 - Nov 2018

- Processed transactions accurately using point-of-sale (POS) systems, handling cash, credit/debit payments, and ensuring proper change is given.
- Provided outstanding customer service by greeting customers, assisting with product selection, and answering inquiries, contributing to a positive in-store experience.
- Worked collaboratively with team members to meet store targets, manage peak times, and ensure customer service standards were consistently upheld.

Platypus Shoes - Customer Service Assistant

Aug 2016 - Oct 2017

- Processed transactions accurately using point-of-sale (POS) systems, handling cash, credit/debit payments, and ensuring proper change is given.
- Provided outstanding customer service by greeting customers, assisting with product selection, and answering inquiries, contributing to a positive in-store experience.
- Worked collaboratively with team members to meet store targets, manage peak times, and ensure customer service standards were consistently upheld.

Little Lebanon NZ - Catering Business Founder

May 2019 - Current

- Founded and managed Little Lebanon, a catering business specializing in authentic Lebanese cuisine.
- Developed and implemented marketing strategies that increased brand visibility and customer engagement on social media platforms.
- Coordinated catering events, managing all aspects from menu planning to logistics, ensuring high-quality service and customer satisfaction.
- Built and maintained relationships with clients, resulting in repeat business and positive referrals within the community.
- Oversaw budgeting and financial management, optimizing costs while maximizing profitability and growth opportunities.

University Project Work - BArch

Feb 2023 - Current

- Developed conceptual design for residential, commercial and urban design, focusing on sustainability, accessibility, aesthetic appeal, and Maori Whakapapa.
- Used Revit, Photoshop (and the basics of Rhino) for drafting plans, 3D modeling, and rendering presentations.
- Conducted site analysis, including environmental factors, zoning regulations, and historical context, to inform the design process.
- Collaborated with team members on design concepts, model making, and presenting the project to faculty.
- Researched and applied innovative construction techniques, including modular construction, panelized systems, and cross-laminated timber (CLT), to enhance efficiency, sustainability, and cost-effectiveness in building design and construction.

SKILLS AND EDUCATION

RELEVANT SKILLS: Excel, Design Thinking, Digital Marketing, Strategic Planning, Market Research, Stakeholder Engagement, Customer Service, Inbound Calls, Project Management, Adobe Photoshop, Revit, Sketch Up, Forecasting, 3D-Modelling, Presentation, Public Speaking, Rendering, Advertising, Social Media Marketing (Facebook, Instagram, LinkedIn, Twitter, TikTok), Photography and Videography (Basic knowledge), Marketing Analytics (Google Analytics, Facebook Insights), Competitor Analysis, Strong Communication, Creativity, Strategic Thinking, and Problem-Solving Skills.

Bachelor of Architecture and Future Environments

Feb 2023 - Nov 2025

AUCKLAND UNIVERSITY OF TECHNOLOGY

- Achievements: Building systems research, Collaboration in design competitions and workshop/skill development.

Bachelor of Business, Marketing in Major

Feb 2018 - Nov 2020

AUCKLAND UNIVERSITY OF TECHNOLOGY

- Achievements: Google marketing certificate, Little Lebanon social media growth, content marketing and event marketing.

REFERENCE UPON REQUEST