

HALA N. HAWANA

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KEY STRENGTHS

- ✓ Key business support professional player in terms of adding value to the organization by understanding the business terminology, worldwide trends & technology
- ✓ Well understanding of various business model, management, operations, support functions, resources & channels
- ✓ Well understanding of business bottom line, finding ways to help the business become more efficient & proposing cost-cutting solutions while monitoring day-to-day operations
- ✓ Handling day to day business complexities by thinking outside the box while taking quick decisions & immediate actions when required
- ✓ Highly developed interpersonal skills, leadership & communication skills, discreet & sensitive in dealing with people
- ✓ Energetic person, able to work in a multicultural environment, detail oriented, always keen to learn & look forward to new challenges and opportunities

EDUCATION

- **Executive Master of Business Administration (EMBA – Focus Project Management)**
SKEMA Business School, Lille-France 2015 – 2017
(Courses Achieved: Information Systems Management, Risk Management, Complexity in Management & Business Decisions, Business Policy & Strategy, The Digital Revolution, Contract Management & Commercial Awareness, The Business Context, Operations Management, Supply Chain Management, Managerial Accounting, Corporate Finance, Organizational Dynamics, Leadership & Communication in Multicultural Environments)
- **Project Management Diploma (PMD – Focus Business Development)**
American University of Beirut 2015 – 2016
(Courses Achieved: Project Management Professional, Leadership & communication, Planning & Scheduling Tools & Techniques, Stakeholder Management, Project Risk Management, Project Sponsorship & Governance, Business Development, Innovation Management, Program Management, Business Research Methods)
- **Human Resources Management Professional (HRMP)**
Morgan International, Lebanon 2014
- **Bachelor of Business Administration (Accounting & Finance)**
Beirut Arab University, Lebanon 2002 – 2006
- **Secretary & Computer Skills Certificate**
Makhzoumi Foundation, Lebanon 2000

WORK EXPERIENCE

- **CEDARPEAK HOLDINGS SAL, Lebanon** (Financial Services)

Jan 2018 – present (part time)
May 2010 – Dec 2017

Administration Manager & Personal Assistant to the CEO

Responsibilities & achievements:

- ✓ Working closely & effectively with the chief executive officer, board of directors & senior managers staff enabling them to make the best use of their time with extensive knowledge of the organization aim & objectives, along with discretion & confidentiality
- ✓ Setting up our business operations in Lebanon, while supporting our offices in USA and Canada
- ✓ Played a key role in the acquisition management team while acquiring a startup based in Pittsburgh, Pennsylvania
- ✓ Arranged & delivered the company HR manual & employee handbook along with rules & policies implementation
- ✓ Developed & implemented a professional recruitment plan
- ✓ Handled successfully business conferences, dinners, events, staff training & travel arrangements
- ✓ Established a well-organized clients database

Main tasks:

- ✓ Provide administrative & secretarial support to the chief executive officer & board of directors
- ✓ Handle office correspondence, calendars, announcements, meet & greet visitors at all levels of seniority, answering calls & liaising with different stakeholders competently
- ✓ Personal assistant to the CEO, attend all meetings, special events & all other occasions in Lebanon & while travelling abroad
- ✓ Arrange bank transfers, payments, petty cash reconciliation while handling all bank accounts locally & abroad

- ✓ Draft & finalize official forms, resolutions, presentations & project related documents, along with the legal authorities & lawyers
 - ✓ Handle all projects related files for all levels of operations, liaison between different project stakeholders/PMO
 - ✓ Handle travel arrangements (flights, hotels, transportation, etc.)
 - ✓ Prepare job descriptions, post jobs, screen candidates, employment contracts & provide on-boarding support
 - ✓ Staff HR support, handle & update staff files in terms of contracts, personal documents, residence permit, annual leave, performance evaluation reports, medical insurance & reimbursements
 - ✓ Arrange payroll schedule, ministry of finance & social security forms
 - ✓ Arrange yearly events, conferences, staff training & off-sites
 - ✓ Provide administration & HR support for our international subsidiaries
- **Alpen Capital Investment Bank & Sarasin Alpen Bank LLC, Qatar** 2008 - 2010
Executive Office Manager
Responsibilities & achievements:
 - ✓ Arranged Global Fusion Musical Event (Private – 800 VIP clients & guests)*Main tasks:*
 - ✓ Manage events, roundtable conferences & staff training)
 - ✓ Liaison with QFC authority for staff residences permits, exit permits, business & visit visa
 - ✓ Secretarial activities, office management & petty cash payments
 - ✓ Handling staff files & updating the same in terms of personal documents, employment contracts, annual leave, performance evaluations, medical insurance & reimbursements
 - ✓ Staff & visitors travel arrangements
- **Al Fardan Jewelry, Qatar** 2007 - 2008
Assistant Branch Manager
Responsibilities & achievements:
 - ✓ Professional experience in selling luxury jewelry & watches while achieving sales target
 - ✓ Assist in arranging Alfardan Jewelry section at Doha International Jewelry & Watches Exhibition which was organized by Qatar Tourism Authority
 - ✓ Jewelry modeling*Main tasks:*
 - ✓ Sales executive for more than 52 luxurious jewelry & watches brands
 - ✓ Handling customer accounts database, customer service & following up
 - ✓ Cashier, layaways & repair requests management (POS)
 - ✓ Following up with suppliers for orders & special customers requests
 - ✓ Arranging branches window display, jewelry care
 - ✓ Stock checking & reporting periodically (jewelry, packages, display materials & other branch requirements)
 - ✓ Gift wrapping & decorations
- **BlueMed Contracting SAL, Lebanon** 2007
Executive Secretary
Responsibilities: Administrative & secretarial office support, handling projects procurement & BOQ
- **Al Amin Travel & Tourism, Lebanon** 2006 (part-time job)
Assistant to General Manager
Achievements & Tasks:
 - ✓ Arranging competitive travel & tourism package, hiking trips, reservations, office management & secretarial

INTERNSHIP & TRAINING

- *Karim Haidar Accounting & Auditing* – 6 months internship
- *BlomBank* – Two months internship (Retail)
- *Lebanon & Gulf Bank* – One month internship in various departments such as current accounts, documentary credit, bills, letter of credit & exchange
- *Makhzoumi Foundation* – Two months internship, secretary & management
- *Qatar Financial Centre*, Anti Money Laundering training & workshop
- *Amideast & Citibank*, Arab Women Entrepreneurship – 15 days training program (AWEP)

INTERESTS

- **Sports, traveling, networking**