

Mirvat Kanso

About Me

Nationality: Lebanese
Date of Birth: 25th Jan 1978
Place of Birth: Abu Dhabi, UAE
Tel # : +961 3 920553
Email : mirvat_kanso@hotmail.com

Objective

Seeking to work in an environment where I can utilize my knowledge and skills and further improve my experience, while contributing to the continued growth and success of the organization,

Skills

Microsoft Office tools, (Visio, Word, Excel, Power Point),
Internet Research, Detail-Oriented, Flexible, Organized,
Team Player, Motivated and Committed.

Languages

Fluent in Arabic & English

References

Mr. Vincent Mazraani, s.a.l. Ms. Sciences-MPH-DES Public
Health-MBA, General Manager CTA Consulting & Training
Agency
Contact Info: 00961 3 224 801, vincent.mazraani@cta-mena.com

Experience

Jun '13 - Present

Head of the Quality & Compliance Dept., Victoire Insurance Company S.A.L.

Implemented a Total Quality Management system, for all insurance Processes, relating to Policies, Procedures, Job Descriptions, Key Performance Indicators, Risk assessment, Auditing and Compliance of regulations for all departments including but not limited to Human Resources, Quality, Underwriting, Claims, Sales and Marketing. Designing, creating, modifying and following up on documentation, and forms consistency. Participated in the technical part that includes the development of New Products, implemented Procedure updates, services improvements, solutions and modifications.

Mar '11 - Jul '11

Operations Executive, International Machinery and Generators, IMG.

Developed a Quality Management system for ISO certification, and conducted related training to employees on the system created. Handled Quotations, Offers & Purchase Orders. Prepared Technicians' maintenance schedules. Was Responsible for customers' accounts & follow-ups. Organized Employee files & records. Adopted, filed & applied ISO procedures within the company.

Oct '09 - Mar '11

Research Associate, Business School, American University of Beirut.

Working on a private project adopted by AUB Olayan School of Business. (Pearson: Management Book (Arab World Edition)

Training / Volunteer Work

Aug '11 - March '12

ISO Training practices (random). Worked on procedures, policies, forms, checklists and ISO related paperwork.

Feb '09 - May '09

Volunteer in Recruitment Unit, UNRWA (United Nations Relief and Works Agency). Evaluated and organized, HR related paperwork & employee records. Screened & short-listed applications.

Education

Oct '84 - Jun '96

High School Diploma,
International School of Choueifat,
Abu Dhabi, UAE

Oct '96 - Feb '01

Bachelor Degree in Public Administration,
American University of Beirut,
Beirut, Lebanon.

(...continued: Research Associate.)

Research work, internet, article and journal research, research summarization, and documentation preparation. Research on Corporations, Executives & CSR Programs.

Aug '03- Nov '08

Administrative Officer/Manager, Lineati Est.

Maintaining and updating showroom database, accounts, orders and records all of which relating to employees, customers & suppliers. Manage showroom stock and place orders when required. Ensure orders, production & delivery commitments are kept.

Feb '03 - Aug '03

Personnel Coordinator in Human Resources Dept, BR Holding Sal.

Participated in Human Resources duties and Recruitment process. Maintained and updated employee records and files. Conducted Preliminary interviews, followed-up on new recruits, transferring employee issues/complaints to HR Manager.

Jan '01 - Mar '03

Sales & Account Executive, Lineati Est. (Furniture & Fabric Showroom).

Family Business, conducted sales of Fabrics and Furniture, ready-made and pre-ordered, stock updates, and after-sales follow-up on sales services and payments.

Dec '04 - May '05

Training course: SNA Insurance. Life policies (Three months freelancing).

Feb '00 - Jan '01

Student Assistant in PSPA Dept, American University of Beirut. (Spring & Fall semesters).