

Jihane El Fady

Miziara – Lebanon | +96171763612 | jihanefady@outlook.com | <https://www.linkedin.com/feed/?trk=>

PROFILE

I am looking for a full-time job which offers me the opportunity to develop new skills while strengthening those I already possess. My master's degree in management and marketing has enabled me to develop good organisational skills, an analytical/logical approach to tasks and the ability to work under pressure. I am able to work well both on my own initiative and as part of a team.

EDUCATION & QUALIFICATIONS

Nottingham Trent University - Master`s degree Management & Marketing 2018

Modules studied: Principles of Management, Management in Organizations, Contexts of Management, Research Methods for Managers, Principles of Marketing, The Customer Experience, Strategic Perspectives & the Global Environment.

University of Balamand - Bachelor`s degree Business Administration

1st Class degree 2016

Built a fundamental theoretical business base in management, marketing, finance, economics and accounting.

Notre Dame de L'Assomption des Soeurs Maronites - High school degree 2013

WORK EXPERIENCE

Sales Associate | Michael Wisher Hospitality Personnel Jul 2018 to Aug 2018

Michael Wisher is one of the UK's leading providers of hospitality staff and personnel.

- Finalized sales and handled money and credit card transactions.
- Worked directly with customers providing assistance and dealing with difficult people.
- Keeping track of stock management and developing the ability to multitask.

Education Assistant | AVSI Foundation Mar 2017 to Sep 2017

AVSI is an international NGO that cooperates with the **United Nations** and other NGOs to take care of refugees by responding to their needs and providing them with education.

- Establishing centres specifically to those vulnerable children who are not able to cooperate in schools yet until they get the basic education from those centres.
- Distributing snacks and enough stationary for those enrolled in the centres to facilitate their learning experience.
- Referring special cases to specific NGOs.

Human Resource Assistant | Abdulrahman Hallab & Sons Jun 2016 to Jul 2016

This is one of the leading sweet companies in Lebanon that operates internationally and has many franchises all over the Middle East.

- Participated in recruiting and training interviews.
- Helped new applicants fill their forms by having enough knowledge to answer their questions and drive them into the HR office.
- Handled transactions for employees regarding NSSF which is the Lebanese insurance services.

KEY SKILLS

- **Customer needs:** While I was an education assistant, I did home visits to refugees to understand their needs. By practicing this for over 20 areas across North- Lebanon, I have developed self confidence in understanding customer needs and promising the ensured outcome.

- **Communication Skills:** Also, working with AVSI, I had increased education awareness for parents by creating focus groups and giving speeches about the importance of their kids attending school as they are the new generation. This has boosted my communication skills as well as negotiation skills while explaining and convincing those vulnerable people has become as easy task for me.
- **Leadership Skills:** Supervising the teachers in the centres and making sure they are doing their job properly. This has nourished my leadership skills ensuring that the job was completed with motivation and enthusiastic vibes.

While working as an HR assistant, I understood the need for motivation and encouraging employees and how these intrinsic values will have a huge impact on performance. This has increased both my management and leadership skills, where I participated in many difficult situations and learnt how motivation can make a great impact.

- **Problem Solving:** Learnt to handle difficult situations such as delays and finding a great way to deal with every kind of problem. In this case, I have developed some problem-solving skills that assists me in solving some daily issues.
- **Strategical Thinking Skills:** Learnt to think critically and to tackle any situation from different perspectives verifying contradicting ideas and choosing the best one. Grasped strategical thinking and built some management skills by understanding the role of leaders and gaining the ability to utilize the resources in hand taking into consideration sustainability.

KEY ACHIEVEMENTS

- **Leadership Certificate from Nottingham Business School (NBS)**

This certificate is gained after developing personal skills throughout the postgraduate year. It includes professional decisions and behaviours to inform future transformational leadership development. Demonstrated engagement with the concepts of sustainability and responsible management within my discipline. Also, enhanced skills of self-awareness, self-examination and reflective learning to improve professional competency and transformational leadership capability. [2017- 2018]

- **Training: Thinkubator Challenge**

This was a one-day challenge where as a team of 5. we had to play the role of a consultant in order to solve problems of an assigned company and giving a presentation at the end to our supervisor and client within just 3 hours. [2017]

- **Lebanese Institute for Market Studies Certificate (LIMS)**

I was selected among the 10 best business students to attend a three days seminar regarding solving crucial issues in the Lebanese territory such as climate change, waste recycling and pollution. [2016]

- **Consultancy Project**

Conducted a market research for a company based in the UK, suggested successful promotional activities for a new target market. [2018]

ADDITIONAL INFORMATION

Fluent English, French & Arabic speaker, capable of conducting business meetings.

Computer skills: Microsoft Excel: Attended level 1 & 2 of basic Excel skills, PowerPoint & Word.

INTERESTS

Community focused events that would enable me to connect and communicate with others.

Enjoy games such as Backgammon that strengthen my intelligence strategists.

REFERENCES

References available on request.