

# Christelle Wardan

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## Objective

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- Highly motivated managerial skills determined to achieve company goals, optimize business requirements and support company direction. Seeking to optimize team potential through management training, promotion of best practices and encouraging a self-motivated attitude.
- I aspire to utilize my years of experience in business management, and exceptional leadership skills to contribute to the success of the organization.

## Education

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- **Sagesse University-Furn El Chebek\_ Faculty of Business Management and Finance - 2017**
  - BS in business Management
- **“College Des Soeurs Des Saints Coeurs\_Bauchrieh”- 2012**
  - Administartion et Bureautiques

## Language

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- Mother Language Arabic
- Good in speaking and Writing English.
- Good in Speaking and Writing French.

## Computer Skills

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- Proficient using: Word, Excel, Access, PowerPoint, Internet.

## Professional Experience

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- ***Ecoline Services s.a.l: January 2017 – to date*** ***HR & Quality Controller***
  - Monitor operations to ensure that they meet quality standards in sites.
  - Recommend Adjustments to the quality process.
  - Inspect the services provided in the hospitals.
  - Measure quality standards as per ISO 9001 in hospitals.

- Ensure the government accreditation rules set by the Lebanese Ministry Of Health for a better environmental service.
- Audit all the Data KPI documents needed on monthly basis (customer satisfaction, quality audits rate, patient satisfaction, work accident, monthly orders budgets, HR audits, inspection objective result, training and competencies done for foreign cleaning operators).
- Follow up on all medical tests required from a foreign cleaning operator in order to work in a hospital or F&B industry.
- Maintain the best quality image in front of clients to satisfy their needs.
- Prepare the Management Review Agenda
- Prepare audit plans for all the company's projects (day, night & Sunday if needed)
- Handle clients' complaints.
- Prepare offers for new potential clients.
- Participate in startups for new projects.
- Conduct orientation for new employees.
- Obtain competitive prices for each purchased item.
- Issue purchase orders and market surveys.
- Follow up on discrepancies related to purchase transactions with suppliers.
- Prepare the saving reports on a monthly basis.
- Ensure all company equipment are in a safe working place.
- Obtain cost estimates for materials, supplies, and services.
- Identify potential vendors, gather and analyze information on them; recommend prospective vendors to top management.
- Prepare vendor contracts and negotiate terms with vendor.
- Conduct the cycle count inventory on monthly basis.

***Ecoline Services s.a.l: March 2015 – December 2016      HR & Trainings Coordinator***

- Head of HR department
- Supervise foreign operator's legal papers with the general security (work contract, work permit and residency)
- Follow up on all Social Security related formalities (Lebanese & Foreign)
- Hold employees' compensations and benefits entitled (payroll, NSSF, insurance, financial declarations and leaves)
- Maintains organization staff by establishing a recruiting, testing, and interviewing program
- Prepare employees for assignments by establishing, conduct orientation and training programs
- Prepare job descriptions
- Provide administration support to the department
- Ensure planning, monitoring and appraisal of employee work results by training managers to coach and discipline employees

- Ensure legal compliance by monitoring and implementing applicable human resource requirements; conducting investigations; maintaining records
- Maintain management guidelines by preparing, updating and recommending human resource policies and procedures
- Complete human resource operational requirements by scheduling and assigning employees
- Develop and implement HR strategies and initiatives aligned with the overall business strategy
- Oversee and manage a performance appraisal system that drives high performance
- Report personnel forecasts and budgets to the accounting department
- Prepare HR financial reports (employee turnover, productivity, performance appraisal, budgets, salaries forecast)

• ***Sky Management: Skybar & O1ne Beirut***

***June 2014 - January 2017***

***Head of Reservations & Hostesses***

*(weekends job in parallel)*

- Receive all the reservations and set the floor plan
- Prepare the hostesses uniform on a season basis and control their performance on duty
- Handle the customers relationships issues while operating

• ***Azadea: Zara (Inditex)- March 2013 - February 2015***      ***Assistant Store Manager***

*(started with pull and bear as cashier and end up in zara assistant manager )*

- Follow up on daily targets and organizing staff in order to achieve our goals
- Weekly analysis reports: CWR, IR, Shop Performance, EBITDA, SQL and AVBSK
- Motivate staff and training them to give professional service
- Prepare Weekly feedback collection sent to the senior brand cc: brand manager and supplier
- Follow up with the supplier on new arrivals. Block list for non-selling items in order to maintain healthy stock
- Receive shipment using SPT and downloading data from DATA COLLECTION PRO
- Report to suppliers about slow sellers in order to have a plan how to sell them
- Aware of staff turnover and applying high quality communication in order to keep healthy staff retention

• ***Sport Et Loisir (City Mall) - December 2012 till February'13***      ***Retail Coordinator***

- Set the window collection and change them
- Prepare the walls store in a theme based on the collections history
- Matching the floor plan as required
- Visit each branch for coordination touches

- **Le Charcutier Aoun (Bauchrieh) - June 2009 till December 2012**  
**Cashiers Supervisor**

- Supervise all cash transactions between customers and cashiers.
- Set staff schedule.
- Reconciliation of bank transactions.
- Train and supervise staff on the barcoding, pricing system.

<i><b>Trainings and Internships</b></i> <i>( In house trainings at Azadea)</i>	<i><b>Trainings and Internships</b></i> <i>( trainings conducted at Ecoline)</i>
<ul style="list-style-type: none"> <li>• How to dress your body</li> </ul>	<ul style="list-style-type: none"> <li>• Lebanese labor law &amp; taxation General security formalities</li> </ul>
<ul style="list-style-type: none"> <li>• Train the trainer</li> </ul>	<ul style="list-style-type: none"> <li>• Financial statements &amp; declarations (MOF)</li> </ul>
<ul style="list-style-type: none"> <li>• Conflict management</li> </ul>	<ul style="list-style-type: none"> <li>• Biomedical application</li> </ul>
<ul style="list-style-type: none"> <li>• Timeframe organization</li> </ul>	<ul style="list-style-type: none"> <li>• Accuracy and timeliness</li> </ul>
<ul style="list-style-type: none"> <li>• Finance.</li> </ul>	<ul style="list-style-type: none"> <li>• Biomedical application</li> </ul>
<ul style="list-style-type: none"> <li>• Logistics.</li> </ul>	<ul style="list-style-type: none"> <li>• Problem solving &amp; decision makings</li> </ul>
<ul style="list-style-type: none"> <li>• HR and ER training and procedures.</li> </ul>	
<ul style="list-style-type: none"> <li>• Accounting.</li> </ul>	
<ul style="list-style-type: none"> <li>• Leadership management.</li> </ul>	

- **Projects and Achievements at Ecoline**  
*(done on Power Points as presentations)*
- Leadership Management
- Tendency presentation
- Medical equipment and services Company's management
- Action plans
- Human resources divisions
- Creation of 2 departments related to the HR

## References

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Available upon request