

Nahed Kaissi Saneh

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A dedicated administrator with 20 years of experience, motivated to maintain staff and to contribute to company success. Reliable, driven and people oriented, with strong communication and problem solving skills.

Experience

Travel Director's Assistant at Allenby Management Services

July 2015 till May 2018

- Issue invoices and statements for clients
- Follow up with suppliers on invoicing and collection
- Assist line manager in ticket reservation, accommodations and Visa extract
- Create formats, and edit correspondence and written materials for internal and external use
- Present invoices and documents to accounting department for suppliers' payment.
- Analyze unit operating practices such as record keeping systems, forms control, office layout, personnel requirements, and revising established procedures
- Operate office equipment including copiers, facsimile machines, computers and scanners; inputs and retrieves data and text; and oversees document filing
- Interpret and communicate policies and procedures
- In charge of events planning and preparations

Project Coordinator at Tiqany -Facility & Maintenance Management / consulting & Services Contracts

April 2014- June 2015

- Extract and compile all project's activities data including material and HR related data and files.
- Support in staff recruitment and selection, contractual conditions, entitlements, performance and training requirements
- Maintain a roster of potential consultants and staff
- Supervise technicians including their dispatch, preparing their timesheets, overtime, etc
- Respond to costumers' complaints & needs, and repots findings to management
- Responsible for purchasing materials & follow up with suppliers
- Monitor contractors' maintenance visits in accordance with agreed on work plans
- Responsible for Wakilini services (car rental services, EDL bills, MOF bills and municipal charges, invitations distribution)
- Responsible for petty cash

Projects Administrator at Solidere- Saifi Village

December 2010- March 2014

- Data entry of daily event log - fuel - electrical meters (Project's daily activities)
- Create filing system and insure proper filing and maintaining all projects records
- In Charge of preparing payment orders
- Responsible for services requests payments
- Responsible for contacting suppliers & ordering materials
- Follow up on tenants specific demands
- Keep records of technicians' timesheets and prepare their monthly overtime payments as necessary
- Support technicians' and other administrative staff deployment related to administrative matters and compliance to Solidere rules and regulations.



- Prepare monthly progress reports to management of main achievements and challenges

Senior Client Relations and Operations Officer – Boecker Public Health

June 2003 – November 2010

- Handle Customer Service Call Center (information center, appointments, clients complaints)
- Report system related to chemicals, pest management and sanitation
- Handle a portfolio of 6000 clients
- Supervise a team of 15 technicians (technician recruitment, appraisals, dispatch, departure, etc.)
- In charge of stock inventory, control and monitoring
- Prepare the annual action plan of the division
- Prepare progress report to management
- Responsible for logistics and business continuity plan in case of emergency situation to insure effective implementation of contingency plans
- Sales activities

Office Manager – Clicks Limited, Beirut (Software and Hardware Company)

December 2000 – May 2003

- Handle Correspondence, filing, office appliances and appointments
- Handle General Manager agenda
- Insure coordination between all departments
- Handle petit cash
- Deal with clients' inquiries

Administration Assistant – Naji Kanafani & Fils (Villeroy & Boch)

May 1998 – April 2000

- Handle Correspondence, filing, office appliances and appointments
- Handle Courier, Import and Export applications

Education & Trainings

Computer Courses

1999-2000

Hariri Foundation

Beirut- Lebanon

English Courses

1988-1990

American University Of Beirut- OPD Hariri Foundation

Beirut- Lebanon

Baccalaureate II – Life Sciences

1987-1988

Soeur Frossine School - Beirut



Trainings:

- Customer Care Training: Young Urban Professionals / Trainer: Mr. Marc Asmar
- Pest Control Training (internal Boecker training): Mr. Mike Kelly (Responsible in the British Municipality)
- The Power to Focus: Starmanship /Trainer: Mr. Roland Najem
- Customer service from Heaven: Starmanship

Skills

Computer: Microsoft Office – FileMaker Pro. – Symantec Act – Adobe Acrobat- Customer Relation Manager Programs (CRM)

Windows and Mackintosh Operating Systems, Mac Skills, everything Google (Google Keep, Google Doc, Google Sheets)

Language: Arabic: Fluent - French: Fluent - English: Fluent

References

Upon request