

Sarah Sakr

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Education:

September 2014 – May 2018

Haigazian University

- Bachelor's Degree in Business Administration, with Emphasis in Human Resources Management
- Relevant Courses: Performance Management, Industrial & Organizational Psychology, Labor Law, Organizational Behavior, Training & Development, Compensation & Benefits
- GPA: 82 – Placed on Dean's List 2 times

September 1999 – June 2014

Khaled Bin Al Walid- Al Horj

Economics & Sociology High School Certificate

Experience:

April 2019 – Present

Unilever (Intern)

- Assisted HR Business Partner in all HR aspects.
- Assisted in effectively coordinating new system. (COUPA)
- Audited spending reports for Levant and Gulf.
- Supported and followed up with Levant and Gulf employees on all system related issues.

August 2018 – April 2019

Brokers XP (Customer Care Specialist)

- Handled effectively the communication with the team, internal and external customers.
- Resolved customer complaints via all platforms.
- Carried on all Lead related procedures from filtering, assigning, and closing.

October 2014 – Jul 2018

JoueClub Liban (Customer Service Supervisor & Trainer)

- Started as sales and got promoted progressively each year.
- Trained and coached staff in standard policies, procedures, and best practices.
- Monitored staff performance, determined training needs, prepared and executed training plans.
- Supervised a staff of customer service representatives & managed the daily workload to ensure required service volume and quality levels are attained
- Drove all areas of the business and led teams to deliver results.

June 2017 – October 2017

M.C.A People Solutions (HR Intern)

- Headhunted appropriate candidates.
- Filtered CVs and conducted interviews.
- Created job descriptions.

Conferences Attended & Achievements:

- Finalist in Unilever Levant & Iraq The Quest – 2019 (Country Talent Championship)
- Tripartite Arab Meeting on the Future of Work Organized by the International Labor Organization - April 3rd 2017
- Lecture on Stress Management by Dr. Naji Abi-Hashem – May 30th 2017

Summary Skills:

Technical Skills: SPSS, Visual Dolphin, Microsoft Office, Coupa

Languages: Arabic, English – Fluent / French - Beginner