

Rachel Rudy Massaad

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My Goal:

A challenging career in a trendy and regional company where I can offer my professional abilities while gathering experience on a local and international level.

Personal Information:

Date of Birth: July 6, 1988

Place of Birth: Zgharta

Nationality: Lebanese - Italian

Marital Status: Single

My Work Experience:

Assistant Human Resources Manager in Charge

October 2017 – Present

Raouche Arjaan by Rotana

Raouche, Lebanon

- Handling the recruitment and hiring of all front line Colleagues
- Available for Colleagues at all levels to advise, counsel and assist with problems or queries
- Encouraging a good standard of Colleague conduct and behavior and coordinating disciplinary procedure when necessary
- Ensuring appraisals are carried out for every Colleague at least once every 12 months, reviewing all appraisals and following up on development needs, if required
- Maintaining high level of Colleague satisfaction and team spirit through active support, direction and participation with hotel core committees
- Maintaining a high level of effective communication throughout the Hotel
- Fostering and promoting a cooperative working climate, maximizing productivity and morale
- Operating in a safe and environmentally friendly way to protect guests' and Colleagues' health and safety, as well as protecting and conserving the environment
- Complying with the hotel environmental, health and safety policies and procedures

Human Resources Officer

May 2014 – September 2017

Gefinor Rotana Hotel

Hamra, Lebanon

- Assisted in the management of the recruitment process to ensure vacancies are filled in a timely manner and with the most suitable candidate
- Conducted the Human Resources orientation for new joiners to ensure they are familiar with the company policies, rules and regulations
- Provided Colleagues with advice and guidance to align behaviors and practices with the Hotel's performance expectations and standards
- Assisted with the disciplinary and grievance process ensuring behavioral and performance expectations of Colleagues are met
- Coordinated Colleague welfare activities to ensure increased Colleague satisfaction while off-duty
- Assisted in the Administration of the RESS execution process to achieve the pre-set participation target
- Conducted exit interviews with leavers to understand the reason behind their decision to leave and address Colleague dissatisfaction and concerns
- Managed and prepared the monthly payroll in coordination with the Finance Department
- Prepared the HR monthly report disclosing the monthly critical figures regarding the property's turnover, financial and staff related records and dispatched it to the Corporate Office
- Operated in a safe and environmentally friendly way to protect guests' and Colleagues' health and safety, as well as protected and conserved the environment
- Complied with the hotel environmental, health and safety policies and procedures

August 2013 – April 2014

Gefinor Rotana Hotel

Hamra, Lebanon

Human Resources Coordinator

- Assisted in the management of the recruitment process to ensure vacancies are filled in a timely manner and with the most suitable candidate
- Coordinated new joiners' arrivals to ensure they are integrated smoothly in the team
- Conducted the Human Resources Orientation for new joiners to ensure they are familiar with the company policies, rules and regulations
- Managed the leave administration to ensure accurate record keeping and have Colleagues avail their leave entitlements smoothly
- Maintained up to date Colleague files to ensure efficiency

- Assisted in the administration of Colleagues' exit procedures to ensure leavers receive their final dues as per the Company labor law
- Managed and prepared the monthly payroll in coordination with the Finance Department
- Prepared the HR monthly report disclosing the monthly critical figures regarding the property's turnover, financial and staff related records and dispatched it to the Corporate Office
- Operated in a safe and environmentally friendly way to protect guests' and Colleagues' health and safety, as well as protected and conserved the environment
- Complied with the hotel environmental, health and safety policies and procedures

April 2012 – July 2013

myTV s.a.l.

Jal El Dib, Lebanon

Assistant HR

- Managed the weekly schedule of the CSR and NOC teams
- Administered time-keeping and absence management of all teams (MENA, US, CSR, NOC)
- Dispatched daily and weekly time management reports to CEO and HRD
- Assisted in managing confidential personal, office and legal data and files
- Managed business expenses and travel expenses for CEO and employees
- Handled the schedule of the Business Development's department
- Assisted in the coordination of the publication of vacancy notices
- Scheduled interviews and called candidates in coordination with the HRD
- Managed the recruitment database matrix
- Liaised with prospective employees
- Managed the integration feedback questionnaires for newcomers and dispatched them to CEO
- Assisted in updating personnel's job description in coordination with HRD
- Assisted in planning, organizing and administering staff development and training activities, including procurement of training services in collaboration with HRD
- Managed training data and records in coordination with HRD
- Assisted in delivering the induction presentation for newcomers with HRD
- Assisted in the planning, organization, and administration of the annual job descriptions, performance review and "promotion" exercise
- Conducted exit interviews with resigned employees and dispatched them to CEO
- Assisted in further developing and improving processes, procedures, instruments and tools
- Communicated with staff on HR issues and attendance failures, including drafting information notes, guidelines, rules, instructions and web content when needed

July 2007 – March 2011

The Agency and Me

Hazmieh, Lebanon

Assistant Project Manager

Corporate Events and Bookings:

- Andrea Bocelli live at The Pyramids – 2010
 - Coordinated and supervised the rehearsals and operational activity of Andrea Bocelli's concert in Cairo on the 25th of September 2010
- Café Del Mar Live at Ociel Dbayeh – 2010
 - Assisted to the management of the creative development of the event
 - Helped handling all the marketing and PR aspects of the event
 - Managed the event reservations and bookings in collaboration with Virgin Ticketing
 - Supervised the crew, coordinated with the suppliers and monitored all logistics and floor operations
- Pepsi, Sea of Stars Movie World Premiere, 'Bahr el Noujoum' – 2008
 - Supervised the creative development of the event
 - Handled and interacted with all aspects of the event, including organizing the venue, crew management, liaising with suppliers and looking after the logistics and overall operations - Worked as a team to ensure proper arrangements for the promotion

Branded Content:

- 'Ghazl el Banat', Candy Girls, TV Program, Rotana Mousica – 2008
 - Helped preparing the show's presentation and skeleton
 - Conceptualized and secured content for 32 Episodes (Lebanon, Cairo, Kuwait and Dubai)
 - Conducted research and made the appointments and contact with the celebrities/events
 - Helped directing production rehearsals & shoots in Lebanon, Kuwait and Dubai

Additional Experiences:

- Nicolas Saadeh Nakhleh New Album, 'El Alb El Hanoun' 2010
 - Assisted in handling the exclusive photoshoot for the New Album with the Photographer Sandra Chidiac
 - Assisted in managing the artwork and design for the packaging of the Album

- Zoha Nassif and ‘La Maison Des Artistes’ – 2009
 - Assisted in managing the Artwork and Design of Zoha Nassif Book ‘Dieu Crea, Peintures Animalieres’
 - Followed up on the book printing and production
 - Assisted in managing the work of 2 websites: zohanassif.com and lamaisondesartistes.info
- Ski Instructor – 2007 – Present
 - Ski Instructor with Adventure Team
 - Private ski lessons outside the school

My Education:

Notre Dame University Zouk Mosbeh, Lebanon

B.A. in Human Resources Management

2006 College Ste. Famille Francaise Lebanon

French Bacc., Litt

Training Certifications:

Business Writing Skills – **Skillz Beirut**

Developing and Implementing an Outward Mindset – **Trace**

Real People Management – **Trace**

Performance Management for Better Results – **Formatech**

PI Practitioner – **Future Match HR Consultancy**

Additional Assets:

- **Skills:** Team worker, self-confident, works under stress, likes challenges and deadlines, ambitious, dynamic, sociable, possesses excellent communication and negotiation skills
- **Languages:** Arabic, French, and English- fluently read, spoken and written
- **Hobbies:** Sports (skiing, tennis, squash, swimming, diving), travelling, reading, movies, and music

References:

References will be supplied upon request.