

DIANA GHANEM

Choueifat, Lebanon || +96170973808 || dianaghanem90@gmail.com

EDUCATION

Modern University for Business & Science

BS in Business Information Systems

Beirut, Lebanon

2009-2013

Mira Training Center

Certificate in Web Design

Beirut, Lebanon

2014-2015

OBJECTIVE

My objective is to enhance the efficiency of executive functions, manage operational processes, and oversee office management tasks, ensuring a seamless and productive environment. I aim to contribute to the organization's strategic goals by providing high-level administrative support, optimizing office operations, and driving operational excellence.

EXPERIENCE

T2 Trading SAL- HUGO BOSS Official Retailers in Lebanon || Executive Assistant to CEO

Beirut, Lebanon (October 2022- Present)

Executive Assistant to CEO Roles & Responsibilities:

- Manage and maintain the CEO's calendar, schedule appointments, coordinate meetings & travel arrangements.
- Draft, proofread, and edit correspondence, E-mails, reports, and other documents, ensuring accuracy and adherence to company standards.
- Prepare meeting agendas, take minutes, and distribute meeting materials as required.
- Screen emails, handle inquiries, and respond appropriately on behalf of the CEO.
- Conduct research, compile data, and prepare presentations, reports, and briefing materials as needed.
- Communicate with internal and external stakeholders, including clients, partners, and staff, on behalf of the CEO, maintaining effective communication.
- Prioritize and manage multiple tasks and projects simultaneously using AirTable & ClickUp work management platforms, ensuring deadlines are met and deliverables are completed accurately.
- Prepare & manage corporate events, and meetings, including logistics, venue arrangements, and catering.

Marketing & Social Media Roles Responsibilities:

- Coordinate with designers and social media agencies on content and visuals management.
- Conduct market research and analysis to evaluate trends, brand awareness and competition ventures.
- Maintain relationships with media vendors and publishers to ensure collaboration in promotional activities.
- Monitor progress of campaigns on Shopify and analyze reports shared by media buyers.

Project Coordinator Roles & Responsibilities:

- Coordinate project management activities, resources, equipment, and information. (shop construction, renovations, new openings..)
- Break projects into doable actions and set timeframes.
- Assign tasks to internal teams and assist with schedule management.
- Monitor project progress and handle any issues that arise.
- Act as the point of contact and communicate project status to all participants.
- Create and maintain comprehensive project documentation, plans, and reports.

SAWAYA HOLDING SAL || Supervisor

Beirut, Lebanon (July 2020- March 2021)

- Responsible for setting team's weekly schedule
- Reporting to HR department and CEO all team's issues
- Receiving client's complaints and solving related problems
- Handling clients' appointments
- Checking up on shop inventory with the purchasing department
- Closing daily reports for cash and team

HEED With Might & Main SAL || Administrative Services Manager

Beirut, Lebanon (September 2019- November 2019)

- Responsible for office management and projects coordination
- Preparing invoices, SOA and expenses sheets
- Following up on payments and control petty cash
- Managing the collection process of the sales team (team of 7 persons) on shared google sheets and on Pipedrive
- Responsible for all HR work: Posting jobs on LinkedIn and other sites, screening CVs, preparing salaries, updating leave or sick requests, making commission sheets and preparing all needed documents for NSSF.

Medical & Technical Services SAL || Operations Coordinator

Choueifat, Lebanon (July 2018- April 2019)

- Customer Service: receive, process & invoice client orders, solve problems and answer product questions.
- Control petty cash/checks, issue payments, and conduct the daily report of all transactions.
- Oversee warehouse operations, stock control, supervising monthly physical count.
- Monitor stock alarms & inform Procurement Officer when necessary.
- Coordinate shipments arrival to warehouse with procurement officer.
- Supervise warehouse operations in preparation of products, invoices, samples, and delivery orders.
- Other administrative tasks
- System used: PIMS – Silicon

Mobile Technology Tomorrow SAL || Administrative Assistant

Beirut, Lebanon (October 2017- June 2018)

- General office management duties
- Arrange meetings with clients and follow up with them.
- Issue offers, orders and contracts in specific filing systems hard and soft copies.
- Generate research and reports as per project.
- Generate social media reports on a weekly basis.
- Handle client's accounts and assist them with their requirements.
- Assist the IT and the sales staff with their requirements.
- Summarize marketing case studies and success stories for specific projects.
- Create invoicing sheets.
- Responsible for some HR work like collecting CVs for applicants & follow up with them.

MedK&K SAL || Executive & Marketing Assistant

Beirut, Lebanon (December 2012- July 2017)

- Assist the manager in his work (Calls, E-mails, ticket reservations, meetings...)
- Handle General administrative tasks.
- Handle phone calls and E-mails from clients and suppliers.
- Control petty cash/checks.
- Manage office space & order office supplies.
- Arrange job bags and purchase orders per brand.
- Generate added value and advertising booklets for special fashion brands and companies referring to media plans and media scenes.
- Check brands availability on social media and compare them to similar competitor brands to add value.
- Monitor booked online advertisements for specific brands on social media.

SKILLS

- Microsoft Office: Word, Excel, Power Point & Outlook
- Design Tools: Canva
- Work management tools: Air Table and Click Up
- E-commerce platforms: Shopify
- Communication & interpersonal
- Organization & Time Management
- Problem-solving
- Teamwork
- Multi-tasking
- Leadership

LANGUAGES

- Fluent in English & Arabic

REFERENCES

- References are available upon request