

MARWA I. FATHA

Date of birth

25/08/1997

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OBJECTIVE

To obtain a challenging job where hard work and creativity are appreciated. As well as, to have the opportunity to exploit the thing I've learned and to improve my knowledge by doing something that can represent a real challenge and make use of my skills.

EDUCATION

Universite saint joseph de beyrouth (USJ)

April, 2019

Bachelor degree in Business administration

EXPERIENCE

Administrative assistant | UNDP

April 2018 – November, 2019

- Supporting pre-electoral and E-day operations and logistics
- Receiving queries by phone calls from voters taking into consideration the anonymity of those who call the hotline center and ensuring that the caller's concern is accurately recorded for proper follow up by officials
- Responding to questions raised by callers respecting and following the set protocol for handling calls
- Receiving calls from polling officials and processing their request and questions
- Logging report of all calls received, including filing of may complaints made
- Data inputting and issuing accreditation badges for observers, media & special visitors
- Assisting in the accreditation process for the media and observers

Internship | ministry of commerce

August 2018 – October, 2018

- Received training in all department including accounting, HR, customer protection, trade, boycott, intellectual property right

- Performed a research of the international relations between Lebanon and Ukraine.

SKILLS & ABILITIES

- ☐ Good in using Microsoft Word, access, excel, power point.
- ☐ Energetic, honest, friendly, outgoing and competitive.
- ☐ Ability to learn new package very quickly
- ☐ Ability to think and act fast when faced with a problem
- ☐ An excellent friendly attitude toward others even in crisis
- ☐ Self-confident in dealing with a wide variety of people
- ☐ Ability to solve problem creatively and collaborate with others proactively
- ☐ Able to work both independently and with a team

LANGUAGE

- Arabic: native language
- French: excellent in writing, speaking and reading
- English: excellent in writing, speaking and reading

REFERENCES

Reference will be provided upon request