



SAMAH BALTAJI

OPERATION MANAGER

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- [Samah Baltaji](#)
- Lebanon, Beirut

PROFESSIONAL SUMMARY

Experienced operations manager skilled in optimizing business operations, reducing costs, and driving profitability. Strong in strategic planning, process improvement, and team leadership. Effective collaborator with a track record of delivering exceptional results in fast-paced environments.

ACADEMIC BACKGROUND

LEBANESE UNIVERSITY OF BEIRUT

2011 - 2015

B.A, PUBLIC RELATION

CAREER HISTORY

OPERATION & FACILITY MANAGER

2022 to Present

SIRAN TOWERS

- Provide tailored facility maintenance through preventive and reactive programs.
- Develop, implement, and review maintenance schedules.
- Oversee external contractors, ensuring compliance and satisfactory work completion.
- Manage facility maintenance budget and allocate resources.
- Administer procurement and fiscal management for maintenance activities.
- Establish and enforce facility operation policies and procedures.
- Ensure compliance with government regulations and standards.
- Manage renting and leasing contracts, advertise properties, and present amenities.
- Handle leasing tasks, including follow-up and reporting.
- Coordinate with tenants on renewals, terminations, and payments.
- Communicate payment details to finance and maintain account files.
- Maintain lease management documentation and prepare reports.
- Cultivate strong tenant relationships for referrals and repeat business.
- Conduct market surveys and monitor competitors.

PA & ADMINISTRATIVE ASSISTANT

2021 to 2022

TONY WARD COUTURE

- First point of contact for calls and emails, forwarding messages to the manager as needed.
- Managing travel arrangements including visas, tickets, accommodation, and transportation.
- Organizing meetings and appointments, controlling access to the manager's schedule.
- Reminding the manager of important tasks and deadlines.
- Assisting with daily time management.
- Greeting and interacting with visitors of all levels of seniority.
- Fulfilling errands as requested.
- Coordinating events and photoshoots with the marketing department.
- Collaborating with designers for collections, including albums and sketches.
- Managing documents, files, and the filing system.
- Liaising with staff, suppliers, and clients.
- Overseeing office supplies and stationery.
- Providing and updating invoices for the accounting department.
- Coordinating with the IT department for new employee onboarding, including email and network setup.

EXECUTIVE ASSISTANT & HR

2019 to 2020

ADMIN**PROXIMIE**

- Schedule and coordinate meetings, interviews, and calls.
- Manage incoming and outgoing mail.
- Organize and maintain documents and files.
- Handle document exchange with auditors and send couriers.
- Process bank transfer letters.
- Answer phone calls.
- Assist with daily operations and support BDD Community, employees, and managers.
- Manage office supplies and stationery.
- Provide and update invoices for the accounting department.
- Handle travel arrangements, including visas and tickets.
- Prepare offers and NDAs for employees.
- Maintain employee records and issue employment contracts.
- Assist with recruitment by posting job openings.
- Process payroll, NSSF, and MOF requirements.
- Complete paperwork for employee onboarding and termination.
- Coordinate with IT for new employee setups (email, network, etc.).
- Facilitate access and services on the BDD Community platform for new employees.
- Create salary accounts, NSSF numbers, and Zoho People accounts for new employees.
- Update the organizational chart, salary status worksheet, and network backup drive.

CORE SKILLS

- Strategic Planning
- Process Optimization:
- Strong communication skills
- Leadership and Team Management
- Problem Solving
- Financial Management
- Project Management
- Analytical Skills
- Quality Management
- Risk Management

EXECUTIVE SECRETARY

2013 to 2019

AKARIA

- Facilitate communication within the company and with clients and suppliers.
- Manage travel requirements, including visas and accommodations.
- Handle human resource tasks such as work permits and permanent residency.
- Coordinate with banks for LGS and tender preparations.
- Liaise with insurance companies for various coverage needs.
- Responsible for maintaining the company profile.
- Manage office supplies and stationery.
- Prepare status and follow-up reports on project execution.
- Optimize and track daily expenses, including fuel and maintenance costs

SALES SUPERVISOR

2012 to 2013

UNITECH-ME**INTERN**

2011 to 2012

AROPE INSURANCE**INTERN**

2010 to 2011

RAFIC HARIRI HOSPITAL**LANGUAGES**

- Arabic (Full Professional Proficiency)
- French (Full Professional Proficiency)
- English (Bilingual Proficiency)
- Italian (Beginner)