

## Hiba Hallak

**Date of Birth** 23 November 2000  
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### EDUCATION

2018 - Present	<b>Lebanese American University (LAU)</b> Bachelor of Business Administration with an emphasis in Marketing <ul style="list-style-type: none"><li>Secretary and Director of the social media accounts – Hand Crafts Club (2019-Present)</li><li>Member of the Event Organization Club (2019 – Present)</li><li>Member of the Accounting Club (2018 – 2019)</li><li>Ran as a candidate for the student council (2019)</li></ul>	<b>Lebanon</b>
2013 - 2018	<b>Makassed Khaled Bin Al Walid Al-Horj High School</b> Baccalaureate in Economics and Social Sciences <ul style="list-style-type: none"><li>Member of the school's basketball team</li><li>Certified by Bank Audi for learning about the bank in 2016.</li></ul>	<b>Lebanon</b>

### PROFESSIONAL EXPERIENCE

2019 - 2019	<b>BLOM BANK, Retail Banking Intern (July 2019 – August 2019)</b> <ul style="list-style-type: none"><li>Conducted outbound calls to attract new customers and up-sell existing ones</li><li>Managed large amount of incoming calls and resolved client problems and complaints instantly</li><li>Proposed new products, services and procedures to branch management based on collected client-insights</li></ul>	<b>Lebanon</b>
2019 - 2019	<b>Keys'n Cords Music Academy, Front Desk Assistant (February 2019 – June 2019)</b> <ul style="list-style-type: none"><li>Devised the weekly planning schedule covering 7 employees</li><li>Provided end-to-end customer service support across variety of media (e.g., WhatsApp Business)</li><li>Proposed and helped implement improvements of processes and services</li><li>Designed, implemented and maintained upgraded archiving system and financial reporting</li></ul>	<b>Lebanon</b>
2018 – Present	<b>Lebanese American University (LAU), Business Office Assistant (August 2018 – Present)</b> <ul style="list-style-type: none"><li>Reviewed and assessed Balance Sheet financial reports</li><li>Executed and maintained the filing system of the account liabilities.</li><li>Provided recommendation on the customer relationship management.</li></ul>	<b>Lebanon</b>

### OTHER EXPERIENCE AND EXTRACURRICULAR ACTIVITIES

2019 - Present	<b>AIIESEC International NGO</b> <b>Middle Manager of the Incoming Global Volunteers function (2020 – Present)</b> <ul style="list-style-type: none"><li>Managing a team of 10 members and assigning them tasks to help them enhance their communication skills</li></ul> <b>Incoming Global Volunteer Member (2019 – 2020)</b> <ul style="list-style-type: none"><li>Communicated with many project managers and had meetings for further discussions</li><li>Provided accommodation and transportation for volunteers</li></ul> Project Manager (2020) <ul style="list-style-type: none"><li>Lead projects in different areas of Lebanon to gather NGOs and provide incoming volunteers with opportunities</li></ul>	<b>Lebanon</b>
2019 - 2020	<b>MMKN NGO, Tutor at "Jabber Al Sabbah Public School"</b> <ul style="list-style-type: none"><li>Taught middle school classes all agenda subjects in different approaches that promoted their knowledge</li></ul>	<b>Lebanon</b>
2019	<b>Lebanese American University (LAU), Team Project</b> <ul style="list-style-type: none"><li>Created a marketing strategy and worked on it for a new E-branch opening of Banque Libano-Française</li><li>Presented my project in front of the jury of the bank</li><li>Top 3 finalists; chosen by the jury of the bank during the Fall 2019 semester at LAU</li></ul>	<b>Lebanon</b>
2018 – Present	<b>Borderless NGO, Volunteer</b> <ul style="list-style-type: none"><li>Helping illiterate refugees from different ages to get educated throughout various activities</li><li>Organized activities and provided the refugees with the basic needs</li></ul>	<b>Lebanon</b>

### SKILLS

Digital Marketing (Certified by Google Digital Garage), Inbound Marketing (Certified by Hubspot Academy), Content Marketing, Research (Certified by CITI Program), Customer Relationship Management, Microsoft Office, Mobile Marketing, Consumer Behaviorist

### LANGUAGES

English (Fluent), Arabic (Native), French (Beginner), German (Beginner)

### PERSONAL INTERESTS

Basketball (Participated in 13 matches), piano, photography, blogging and music

