

Marianne Baroud  
Age: 34 years' old  
Address:  
Beirut – Lebanon  
77700 SERRIS - France  
Mobile: 00 961 3 381 725  
E-mail : Marianne.baroud@hotmail.com  
Linked IN: <https://www.linkedin.com/in/marianne-baroud-8411a145/>  
Skype: Marianne.j.baroud



## **Career History:**

- **April 2014 Till February 2019: Alliance Management Responsible and HRBP at Soft Flow Group (IT Consulting & Services Company) – Microsoft Gold Partner & SAP Partner.**
  - **Managing & Improving Relationships with Vendors/Partners (Microsoft, SAP, Citrix...)**
    - Leading Participating in SAP SuccessFactors/HRIS internal implementation and business Requirements gathering and change management.
    - Making sure compliance requirements are met
    - Making Sure all Partnership requirements and Commitments are met (Certifications, Sales Targets, Client References, Customer Engagement Executive...)
    - Maintaining and attaining High Level of Partnership ensuring more benefits for the company (Gold level ...)
    - Responsible for the Vendor Business Planning
    - Supervising and Initiating Demand Generation & Marketing Activities and Planning according to the Vendor's Standards and requirements (Events, Social Media Campaigns...)
    - Acting as the main responsible and point of contact between the company and the Vendors Channel Management Directors & Contacts – Focus on HRIS Solution suite (SAP SuccessFactors)
    - Planning and establishing Role-based training to relevant employees in alignment with the vendors' standards and requirements (Pre-Sales, Sales, Technical Consultants, Systems Engineers, Customer Engagement Executives...)

- Establishing new Partnerships

- **HRBP:**
- Consulting with line management, providing HR guidance when appropriate.
- Managing and resolving complex employee relations issues. Conducts effective, thorough and objective investigations.
- Initiating yearly Performance Appraisals & following-up
- Identifying training needs for business units and individual executive coaching needs
- Establishing Training and Development plans and making sure they are implemented
- Supporting in business planning for all companies
- Handling Recruitment Needs, responsible for the entire recruitment process
- Setting internal processes for the company in collaboration with General Managers & CFO & ensuring implementation
- Working closely with management and employees to improve work relationships, build morale, and increase productivity and retention.
- Updating & Implementing HR policy guidance after the Top Management approval
- Developing contract terms for new hires, promotions and transfers.
- Suggesting guidance and input on business unit restructures, workforce planning and succession planning.
- Assisting the CFO in Managing the Administration Central Team and acting as a supervisor & providing guidance & orientation to the following functions Marketing, Purchasing, SLA Management, Accounting and Finance...
- **Monitoring and Reporting**
- Monitoring and following-up on ongoing projects & milestones, raising red flags and suggesting corrective measures
- Monitoring and following-up on SLAs (Service Level Agreements), raising red flags and suggesting corrective measures
- Reporting on Project Budgets, Time frame, Resources utilization and productivity
- **July 2012 till April 2014: Customer Relations Specialist at Panda Energie Liquide SARL (Gas oil & Diesel Oil Distribution)**
  - Maintaining & Improving Relationships with Clients
  - Upselling and suggesting Services
  - Contributing to Sales and Business Development acting as a product Advisor (Cold calling to Sales meetings & Deal Closing)
  - Collection Management & Follow-up
  - Customer Service
  - Handling Client Orders and Requests and following-up on Deliveries
  - Claims Management & Follow-up
  - Handling insurance policies of the employees & the company assets & properties
- **November 2008 till September 2011: Accounting Assistant at Midware Data Systems sal (Computer Infrastructure Solutions & Hardware -Part of ITG**

**Holding – Microsoft Gold Partners, HP Platinum Partners, HP Partner First Gold,**

- Issuing invoices, Statements of Accounts, Purchase Orders, Stock entries (cost of goods calculation: freights, insurance, bank charges, clearance...)
  - Acting as the Sales Team Point of Support (back office)
  - Corresponding with suppliers (local & foreign) & customers
  - Inventory Management
  - Coordinating with warehouse & stock keeper and follow up on logistics issues & deliveries on a daily basis.
  - Money Collection Management
- **March 2008 till November 2008 : Operations Assistant at Maintenance Services Providers sal (Facility Management – Part Of ITG Holding)**
  - Data entry on CMMS (Computerized Maintenance Management System)
  - Data entry on Traverse (Cash Receipts, Payments, Stock entries...)
  - Call center & customer service
  - Finalization of maintenance contracts
  - Quotations and administrative correspondence letters

**Internships & Training:**

- **February 2017: Performance Management for better Results Training by Formatech - Business Division**
- **July 2016: Mindsurf Coaching Program by Wydner Coaches**
- **June 2015: Lebanese Labor Law Training – By Formatech - Business Division**
- **June 2015: Recruitment Via Social Media – By Formatech – Business Division**
- **May 2014: Training in “Competency Based Recruitment & interviewing” at Tamayaz (a division of Formatech)**
- **March 2012 till May 2012: HR Trainee at Sanofi Aventis**
  - Job Descriptions - Talent Management - Job Fairs - CV Screening
- **November 2011 till February 2012: Training at Murex Systems**
  - Performance Appraisals - Scheduling Interviews - Onboarding System - Competencies
- **July & September 2006: Internship at Bank Audi sal – Ain El Remmaneh Branch (Customer Service).**

**Attended Seminars/Conferences:**

- **Microsoft Channel Partner Conference 2016 (29/2/2016 – 4/3/2016) – Dublin Ireland**
- **HR Summit (Lebanon) – March 2017**
- **Happiness at Work Conference (Lebanon) – October 2018**

**Education:**

- **2009-2013: Master Degree in Human Resources Management – USJ (University of Saint Joseph)**

- **2004-2007:** Diploma in Business & Management – USJ (University of Saint Joseph)
- **2004:** High School Official Diploma in Sociology & Economics – College Sainte Therese Furn El Chebbak.

### **Languages:**

- **Arabic: Native Language**
- **French: Read, Written, Spoken**
- **English: Read, Written, Spoken**

### **Computer Skills:**

- Microsoft Office (Word, Excel, PowerPoint)

### **Interests & Activities:**

- Cinema, Music, hiking Reading, traveling, Scout member for 7 years...