

Summary

An experienced senior operations officer specialized in running and maintaining smooth and proper corporate operations with a strong background in the health sector. Holder of a bachelor's degree in banking and finance, skilled in leading, managing, and developing people. Professional at communicating with customers face to face & via social media as well as ensuring their maximum satisfaction.

Experience

Senior Operations Officer - 09/2019 to Present

Loop Scooters, Beirut, Lebanon

- Manage the scooters fleet including maintenance and redistribution
- Generate and track weekly and monthly evaluation reports related to customers, trips, performance...
- Conduct orientation sessions for new customers
- Generate and analyze data company data

Head of Operations - 10/2018 to 08/2019

Donner Sang Compter (DSC), Beirut, Lebanon

- Managed the blood drives operations and supervised the NGO's fleet
- Maintained proper/smooth operations during blood drives through leadership & cooperation
- Handled all logistics and procurement tasks/ duties
- Conduct trainings for new volunteers
- Created and prepared learning & development sessions for the staff

Senior Field Officer - 01/2017 to 09/2018

Donner Sang Compter (DSC), Beirut, Lebanon

- Conducted training sessions for new volunteers
- Directed and supervised blood drives and ensured maximum performance from the team
- Coordinate with the blood drives coordinator

Field Officer - 06/2016 to 12/2016

Donner Sang Compter (DSC), Beirut, Lebanon

- Assisted in daily operations and responsibilities
- Involved in blood drive set ups, stands, signs, marketing campaigns

Education

Bachelor of Science: Banking & Finance – 2013 to 2016

Arts, Science, and Technology University in Lebanon (AUL), Beirut, Lebanon

Volunteering & Internships

Head of Training & Development (Volunteer) - 02/2020 to Present

Donner Sang Compter (DSC), Beirut, Lebanon

- Train New volunteers
- Train trainers to conduct basic sessions
- Create sessions and content for the trainings
- Get guest speakers to train the volunteers on various topics
- Work on enhancing the volunteering system at the NGO

Volunteer - 02/2018 to 05/2018

Li Baladi, Beirut, Lebanon

- Helped Organizing parliament election campaigns
- Engage with voters

Volunteer - 02/2016 to 06/2016

Donner Sang Compter (DSC), Beirut, Lebanon

- Aided in blood drive operations and donations
- Participated in various NGO activities

Intern - 10/2015 to 11/2015

LGB Bank, Beirut, Lebanon

- Acquired the knowledge of main bank operations and departments including:
 - Teller
 - CSR
 - Operations

Skills

- | | |
|--------------------|-----------------------|
| • Leadership | • Communication |
| • Time Management | • Microsoft Office |
| • Customer Service | • Microsoft Dynamics |
| • Problem Solving | • Work Under Pressure |

Languages

- **English:** Proficient
- **Arabic:** Native