







FIDAA MATAR

HUMAN RESOURCES

CAREER GOALS

Utilizing my skills and experiences in an innovative driven establishment to grow professionally and make a positive impact on the company's growth and development.

REACH ME AT

 +96176929345
 fidaa.matar@hotmail.com
 Mejdlaya, Aley, Mount Lebanon
 25/02/1992

ACADEMIC HISTORY

Lebanese University | Rabieh

Masters in Human Resources Management
2020 - Expected Graduation 2022

La Sagesse University | Furn el Chebbek

B.S. Human Resources Management
2012 - 2017

Maroun Abboud Secondary School | Aley

High School Diploma in Life Sciences
2009 - 2010

CAREER HISTORY

Human Resources Coordinator

Bioswiss Group | Member of EB Holding | Kaslik
August 2019 - August 2020

- Assist in recruitment; preparing JDs, posting on social media, screening, shortlisting, interviewing (competences and culture fit interviews) and negotiating with the assistance of HR Manager.
- On boarding new staff; gathering all the needed documents and logging them into the HR software along with filing them in the employee files, provide a full on induction along with a training plan.
- Generating end of month salaries; Payroll, and keep track of the time management system
- Initiate the yearly performance review and generate the related report to be presented to the HRM.
- Prepare departmental Objectives yearly and follow up on its implementation.

Operations Manager

Multimedia Megastore | Member Of Teletrade Holding Group | Jal el Dib
January 2016 - July 2019

- Managing the overall operations for the branches, stock and HO and make sure the communication and logistics are going smoothly.
- Audit and write up operating procedures for the QMS in place, while always checking for opportunities for improvement and highlighting the weaknesses.
- Generate monthly, quarterly and annual reports for top management on Sales, Purchasing and Stock.
- Provide and monitor Sales Target and offer commissions and incentives to motivate the sales force.
- Negotiate with Suppliers for inclusion in the quarterly issued catalog for brand awareness and special seasonal offers.
- Prepare the Departmental and Company Objectives in accordance with ISO.

TECHNICAL SKILLS

- ✓ Communication Skills and Customer Service
- ✓ Multitasking and Adaptability
- ✓ Analytical Skills
- ✓ Organizational Skills
- ✓ Project Management

ACHIEVEMENTS

- ✓ 200RYT Hatha Yoga
- ✓ Colors Communications Certificate | Starmanship
- ✓ Inspirational leadership award 2016 | M2
- ✓ Internal Audit Certificate | QMS ISO

LANGUAGES

- ✓ Arabic (Fluent Speaking & writing)
- ✓ English (Fluent Speaking & writing)

SOFTWARE KNOWLEDGE

- ✓ ERP and HR Software
- ✓ Microsoft Office: Excel, Outlook, PowerPoint, Word and Visio
- ✓ E-commerce: WordPress and PrestaShop

REFERENCES

References available upon request

Operations Coordinator

Multimedia Megastore | Member Of Teletrade Holding Group | Jal el Dib
January 2013 - December 2015

- Manage the branch operations and report back to Operations Manager on all findings.
- Prepare the annual Clearance event and propose the procedure for implementation along with the action plan.
- Provide training on ERP system for all staff.
- Assist customers in their after sales repair and negotiate with suppliers to provide the best solution.

Cashier

Multimedia Megastore | Member Of Teletrade Holding Group | Jal el Dib
July 2011 - December 2012

- Handle all cash and non-cash transactions through invoicing, preparation of their orders and delivery if needed.
- Provide customer service to clients and help connecting them with the salesman that can provide the needed assistance.
- Perform the end of day cash closing process.