



Mhamad Marrouch

D.O.B: 12 February 1990

Nationality: Lebanese

Marital status: Single

Address: Shehab building, Barbour St., Mazraa, Beirut – Lebanon.

Mobile phone: +96176924557

E-mail address: mhamadmarrouch@live.com

Professional summary

I am a person who strives for the ideal in every aspect of life. I tend to have remarkably high standards for my own understanding and accomplishments, as well as those for others. My feeling of success is centered around my own level of understanding and accomplishment of my goals and achievements, my usefulness and my investment in others. As an ambitious learner, I am continuously excited to learn and adopt new skills and expand my knowledge.

Education

2016 Masters of Art (M.A) in International Human Resources Management.
Coventry University – City of Coventry, United Kingdom.

Certifications

2018 Associate
CIPD, The professional body for HR and people development – United Kingdom.

2014 Social Psychology
NLP Center of Excellence – United Kingdom.

Trainings

- Medical & Psychological First Aid
Emirates Airline (2019-2011) – Dubai, U.A.E
- Aviation Safety & Security: Practices and Procedures. Emirates Airline (2019-2011) – Dubai, U.A.E
- Peer Support Annual Refresher: Increasing Empathy Emirates Airline, 2016– Dubai, U.A.E

- Assisting Individuals in Crisis: Advanced Principles & Practices Emirates Airline, 2015 – Dubai, U.A.E
- Peer Support Fundamental Skills Workshop Emirates Airline, 2014 – Dubai, U.A.E

Skills & Competencies

- Employees coaching, training, and developing.
- Performance management and optimization.
- Self-motivated, well organized, and quick learner.
- Advanced communication and interpersonal skills.
- Critical thinking and problem solving.
- Effective decision making.
- Teamwork and team building.
- Time and workflow management.
- Calm under pressure and efficient multi-tasker.
- Standards and quality assurance and control.
- Customer services and relations.
- Leadership of multinational teams.
- Social and cultural awareness.
- Situational awareness and attention to details.
- Workplace safety and security procedures.

Work history

Present

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August 2020

Oum El Nour

Beirut, Lebanon

Psychological Support Volunteer

- Provide psychological support for individuals affected directly or indirectly by the blast in Beirut on the 4th of August.
- Assess the signs and symptoms of PTSD and their severity.
- Provide the individual with advices, tips, and suggestions on how to cope with the trauma and manage the PTSD signs and symptoms.
- Weekly follow up.
- Escalate to the appropriate emergency services in case of a risk of suicide or self-harm.

September 2020

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August 2020

DPNA, National Bloc HQ

Beirut, Lebanon

Psychological Support Volunteer

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April 2019

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July 2011

Emirates Airline

Dubai, U.A.E

Supervisor / Team leader

- Fully responsible for owning my cabin by managing resources (time, product and people) and maintaining standards (safety, security and service) to ensure customer needs are met.
- Share responsibility with the on-board manager to ensure safe and secure operation of the aircraft. Ensure the highest standards of safety and security are met, in line with corporate requirements, local civil aviation, government legislation and international standards.

- Responsible for ensuring that timely, clear and open communication with the on-board manager and the Flight Deck is maintained throughout the flight.
- Ensure that customers are consistently provided with the highest quality of customer service through effective supervision of crew members. Ensure customer complaints are fully investigated, managed effectively, documented and appropriate service recovery is applied where applicable.
- Demonstrate my skills and experiences and encourage this within my team. Be a role model to the employees and provide clear direction to ensure standards are consistently delivered.
- Provide guidance, direction and feedback to team members on their on-board performance to ensure standards are consistently met. Ensure appraisals are completed to capture the employees' performance.
- Responsible for conducting timely and motivational briefing sessions prior to flights in accordance with the pre-flight briefing guidelines.
- Complete timely, factual, and accurate reports. Ensure the manager is appropriately informed and provide feedback to the relevant departments to assist in a continuous improvement.
- Demonstrate business awareness which contributes positively to business results. This includes a thorough understanding of company policies. Develop and maintain an understanding of internal and external factors that affect business, share this with the team and propose workable ideas to enhance the customer experience as well as for cost saving/revenue generation.
- Act as a brand and customer ambassador by demonstrating a positive and professional image whilst representing the company. Guide the team on appropriate conduct throughout the entire duty to promote the professional image of the company.

July 2011

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December 2009

Americana Group

Store supervisor

Beirut, Lebanon

- Maintain statistical and financial records and reports.
- Maximize profitability and setting/meeting sales targets, including motivating staff to do so.
- Ensure compliance with health and safety legislation.
- Maintain an effective communication between the store and the head office, and with the employees.
- Deal with customers complaints and queries.

- Maintain store staff job results by coaching, counseling and disciplining employees; planning, monitoring and appraising job results Manage budgets, stock and sales.

Languages

- **Arabic:** Native language.
- **English:** Fluent (writing, reading and speaking).
- **French:** Intermediate (writing, reading and speaking).
- **Italian:** Beginner (writing, reading and speaking)

Reference

Dr. Kirsten Stevens: a senior lecturer in Human Resources Management at Coventry University.

Email address: bsx218@coventry.ac.uk.