

RAFIC SHEHAB

BEIRUT, SALIM SLEM, SHEHAB & MNEIMNEH BUILDING
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CAREER OBJECTIVE

Seeking an administrative position within the Human Resources department in an established organization with opportunities for career growth, advancement and sustainability. My goal is to improve my practical & conceptual skills, by applying HR administrative tasks on a daily basis. As an HR specialist I would strive to solve employee problems & conflicts and provide a motivational and inspirational environment needed to perform more efficiently in the workplace. Nothing is more important than hiring and developing people. At the end of the day administrations bet on people, not on strategies.

PERSONAL INFORMATION

Date of birth:	June 9 th , 1992
Place of birth:	Beirut
Nationality:	Lebanese
Marital status:	Single

EDUCATION QUALIFICATION

2016 - 2016	Mini MBA In Human Resources Management – Business Partner <i>Pebble Hills University</i>
2016 - 2016	Diploma In HR & Payroll Management <i>Event // Trix</i>
2011 - 2015	B.S. In Business Administration <i>Arts Science and Technology University</i>
2007 - 2011	Lebanese Technical Baccalaureate – Hotel Arts - Production <i>C.I.S. College</i>

TRAINING & WORKSHOPS

A FIVE – DAY WORKSHOP PROGRAM IN HUMAN RESOURCES MANAGEMENT –
BUSINESS PARTNER ACCREDITED BY **PEBBLE HILLS UNIVERSITY – USA**

May 2016 – June 2016

Covering:

- Human Resources Management
- HR Basic Functions
- Recruitment & Behavioral Interviewing Techniques
- Employee Orientation & Onboarding
- Planning Training
- Performance Review
- Compensation & Benefits
- Managing Disciplinary Issues
- Termination & Exit Interviews

PROFESSIONAL EXPERIENCES

April. 2019 – Present

HR & Operations Officer

ProRite Facility Management SAL. – Lebanon

HR Personnel Duties:

- Responsible for all Employee Affairs
- Implementation of Internal Rules & Regulations
- Implementation of Policies & Procedures
- **Handling UNISF Human Resources Management | Project “Ciano”**
- In Charge of all Employee Relations such as solving conflicts – Internal Communication ... etc.
- Conducting a full and fair recruitment process starting from job posting to ending interviews & Onboarding
- Handled all the HR governmental tasks (NSSF)
- Compensation & Benefits
- Operating Payroll on Monthly Basis
- Monitoring Employee Attendance on daily basis
- Work Force Planning
- Creating & Updating Job Descriptions

Operation Duties:

- Buildings Inspection and condition reports
- Buildings daily and monthly site visits
- Preparing Inspection Reports
- Communication with Direct Clients
- Implementing building's Extra projects & follow up
- Buildings maintenance & correction measures follow-up
- Preparing/Updating Building's Database
- Carrying the Collection Process for all Projects
- Business Development through Scouting & Exploring for potential Buildings
- Handling the emergency calling system

Sep. 2016 – July 2018

HR Personnel & Administrator | Operation

Pure Star Trading Co. – KSA

HR Personnel Duties:

- Responsible for all Employee Affairs
- Implementation of Internal Rules & Regulations
- Implementation of Policies & Procedures
- In Charge of all Employee Relations such as solving conflicts – Internal Communication ... etc.
- Tracking employee performance
- Conducting a full and fair recruitment process starting from job posting to ending interviews & Onboarding
- Over Seas Recruitment
- Handled all the HR governmental tasks such as applying for National Residence cards for expatriate employees – Sponsorship transfer – applying

- for visas – issuing visas.
- Booking airplane tickets for new recruits, and Business Affairs
- Training & Development through assigning training schedules for employees
- Compensation & Benefits
- Operating Payroll on Daily – Monthly Basis
- Monitoring Employee Attendance on daily basis
- Work Force Planning
- Creating & Updating Job Descriptions

Administrator Duties:

- Task Distribution for Drivers.
- Handled all the Administrative tasks such as applying for municipality permits, monitoring the Establishment's cars state and depreciation rate, applying for Franchise permits...
- Composing Arabic letters for coordination with Governmental sectors such as SFDA – Ministry of Interior – Ministry of Labor – Ministry of Foreign...

Operation Duties:

- Setting Restaurants Par Levels
- Overseeing inventory, distribution of goods and facility layout.
- Handled the Purchasing of (food items, chemicals & disposables)
- Staff Training & Development
- Problem Solving
- Worked In Collaboration With The Marketing Dep for setting LTOs
- Restaurants Spot Checks

Achievements:

- Initiated the use of a new HR System (**SMART HCM**)
- Created and developed a strategic planning in-order to increase employees' motivation
- Implementation of HR forms

Nov. 2015 – March 2016 Human Resources Coordinator

Natural SABL – Leb.

Duties:

- Working within an HR department for a company that abides by the ISO Standards
- Operating Payroll System on daily basis
- Filing & updating all employees information
- Social security paperwork follow up & maintenance Summation of yearly evaluation procedures.

Achievements:

- Initiated the use of a newly company customized payroll system
- Worked with two different payroll systems and was able to get identical results on both systems.

June 2012 - Oct. 2015

Waiter / Team Leader for 5 members (upon request)

Baltahzar Restaurant – Leb.

Duties:

- Conduct on-ground training for new waiters
- Ensure compliance of team members with management and quality guidelines.
- Manage customer orders from customer greeting to order, delivery of plate, and payment.
- Check with customers to ensure that they are enjoying their meals and take action to resolve any issues or dissatisfaction.
- Assist the manager in other tasks including conducting monthly inventories, setting shift staff and some procurement tracking.

March 2012 - May 2012

Comi / Salad Bar Chef assistant

AL Mandaloun Café – Leb.

Duties:

- Assist the Chef with daily tasks
- Assist the Chef with the monthly inventory
- Perform different tasks related to the kitchen staff performance upon the Head Chef's request

July 2008 - Feb. 2012

Line Cook

T.G.I. Friday's – Leb.

Duties:

- Perform routine kitchen tasks on a daily basis starting
- Prepare Staff meals on a daily basis
- Assist other sections with related kitchen tasks when requested

Sep. 2007 - May 2008

Kitchen Trainee

Mr. Lazizz Coffee Shop – Leb.

Duties:

- Provide assistance to all cooks upon need
- Perform routine culinary preparations needed for the day

LANGUAGES

	<i>Speaking</i>	<i>Reading</i>	<i>Writing</i>
<i>Arabic</i>	Excellent	Excellent	Excellent
<i>English</i>	Excellent	Excellent	Excellent
<i>French</i>	Good	Good	Fair

SKILLS

- **Computer skills:** Microsoft Word, Excel, PowerPoint – Excellent
- **Customer Interaction and Communication/Service** – Excellent
- **Creating & Updating Job Descriptions** – Advanced
- **Recruitment & Behavioral Interviewing** – Advanced
- **Compensation & Benefits** – Advanced
- **Time Management** – Advanced
- **Planning/Organizing** – Advanced
- **Hard Working** – Excellent team spirit, positive attitude, willingness to listen

HOBBIES

Sports, surfing the internet and music.

REFERENCES:

- 1- **Name:** Abdullah Adel Al Mouqbel
Designation: Pure Star Trading (**General Manager**)
Contact No: +966533333729
- 2- **Name:** Raed Atwi
Designation: Pure Star Trading (**Operations Manager**)
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