

# Christel Shaar, SHRM-CP

Beirut, Lebanon | 14<sup>th</sup> September, 1991 | +961 70 356808 | [Christel.shaar@gmail.com](mailto:Christel.shaar@gmail.com)

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## PROFILE SUMMARY

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A motivated self-starter, innovative and results driven professional who thrives on tough challenges and translates visions and strategies into actionable, value-added goals. Proficient in various HR functional area including Employee Relations and Labor Law, Total Rewards, Talent Acquisition, Employee Engagement & Retention. Experienced in establishing HR departments from the ground up and successfully implementing best practices. Skilled in analyzing and identifying organizational needs and deficiencies and creating effective solutions that result in maximized efficiency as well as reduced overhead.

## KEY COMPETENCIES

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|----------------------------|--------------------------|-------------------------|
| • Policies & Procedures    | • Employee Handbooks     | • Organizational Skills |
| • Onboarding & Orientation | • HR Manuals             | • Time Management       |
| • Employee Relations       | • Job Descriptions       | • Communication Skills  |
| • Recruitment & Retention  | • HRIS Technologies      | • Budget Management     |
| • Compensation & Benefits  | • Performance Evaluation |                         |
| • Labor Law                | • HR Department Startup  |                         |

## PROFESSIONAL EXPERIENCE

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### Human Resources Supervisor

Sep 2020 – Present

**Africell Group** (Telecommunications) | Beirut, LB

- Revise and implement Company guidelines, policies and procedures for local and expatriate issues. Recommend new approaches when needed.
- Create and revise job descriptions.
- Assist managers with staff requirements, conduct interviews, recruit, and vet new staff.
- Ensure department records, reports, organizational charts are maintained.
- Participate in administrative staff meetings.
- Create regular reports and presentations on HR metrics (e.g. turnover rates)
- Provide constructive and timely performance evaluations.
- Arrange training sessions for all new hires and refresher workshops for existing employees.
- Perform benefits administration.
- Handle discipline and termination of employees in accordance with company policy.
- Answer employees' queries about HR-related issues.
- Participate in HR projects (e.g. organize a job fair event)

### Senior Personnel Affairs & Payroll Coordinator

Jun 2017 – Mar 2020

**A.N.Boukather Holding** (Automotive) | Beirut, LB

A shared services business of around 300 employees where I fulfilled a broad range of HR functions including, payroll & NSSF (National Social Security Fund), administered benefits, oversaw disciplinary action, managed HR records, handled expats legal documents & renewals, prepared yearly training calendar, assisted in performance appraisals, drafted job descriptions, manuals & letters.

- Fostered a culture of engagement by ensuring continuous employee satisfaction through designing surveys, tracking responses and generating data reports.
- Reworked new-hire orientation program to include HR information and company resources.
- Revamped the employee handbook: revised its policies and introduced a compelling new design and a lively content.

- Transformed disorganized filing into an easily accessible, standardized and efficient system.
- Analyzed, developed and implemented HR strategies & improved processes.
- Developed a strong EVP through employee benefits, training and career development opportunities.
- Revised job descriptions and KPIs across all levels and interviewed employees to construct an accurate picture of the duties and skills required for each position.

### **Human Resources Coordinator**

Jul 2014 – Sep 2016

**Addmind Group** (Concept Creation, F&B Management) | Beirut, LB

Established the HR department from the ground up in a pre-existing shared services environment constituting of more than 11 food & beverage outlets across Lebanon of around 500 headcount.

- Played a key role in ensuring a successful launch of the HR department.
- Established HR policies and procedures in compliance with labor laws & regulations.
- Created the employee handbook, HR manual, HR forms & job descriptions for all job levels while ensuring a consistent tone and standardized template.
- Created an induction booklet along with an orientation session for new hires to ensure an engaging onboarding period.
- Built effective working relationships with recruitment agencies and universities, organized open recruitment days and attended job fairs and was able to grow the employee base by nearly 50%.
- Increased employee engagement & retention and created a compelling employee value proposition (EVP) by maintaining a positive open-door environment, flexibility, career development, and a generous rewards package.
- Reduced recruitment time-to-fill by building a resilient employment branding (job fairs and university presentations, social media campaigns, website), effective head hunting strategies and by creating a strong database system.
- Designed a training academy for employees to improve and learn new skills which resulted in elevating performance and reducing turnover.
- Implemented, integrated and maximized usage of new HRIS.
- Successfully established HQ centralization and built effective communication between outlets.
- Created a performance appraisal process and trained managers on implementing it.
- Created and supervised training programs for HR interns.

### **Administrative Assistant**

Jun 2013 – Jul 2014

**Addmind Group** (Concept Creation, F&B Management) | Beirut, LB

- Managed employees' attendance and maintained their annual leave balance.
- Created a new filing system & organized personnel files.
- Attended job fairs and social events.
- Maintained resume/applicant profile databases and scheduled applicant interviews.
- Managed administrative budgets and maintained an adequate inventory of office supplies and stationary.
- Prepared and proofread documents, memos and emails.
- Assisted the accounting department in various tasks.

### **Room Service Order Taker**

Jun 2010 – Dec 2010

**Tamar Rotana Hotel** | Beirut, LB

### **Road Assistant - Call center**

Jul 2007 – Sep 2008

**Sodepex S.A.R.L (S.O.S Auto)** | Beirut, LB

## **INTERNSHIPS**

### **Housekeeping Supervisor**

Jun 2012 – Aug 2012

**Four Points by Sheraton Le Verdun** | Beirut, LB

### **Front Office Agent | Housekeeping Supervisor**

Jun 2011 – Aug 2011

**Grandhills Hotel & Spa, Broumana** | Beirut, LB

## EDUCATION & PROFESSIONAL CREDENTIALS

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<b>Bachelor Degree in Hospitality Management</b>	2009 – 2013
Lebanese University - Faculty of Tourism & Hospitality Management   Jnah-Beirut	
<b>Literature &amp; Humanities Diploma</b>	2009
Lebanon Evangelical School for boys & girls   Loueizeh- Baabda.	
<b>Society for Human Resource Management Certified Professional (SHRM-CP)</b>	2019
<b>Lebanese Labor Law</b>   Morgan International	2019

## COMPUTER SKILLS

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- **HRIS Applications** Business Pack, People 365
- **MS Office** Word, Excel, PowerPoint, Outlook

## LANGUAGES

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- **Arabic** Native
- **English** Full Professional Proficiency
- **French** Limited Working Proficiency