

JOE GEORGES EID

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Sabtieh, Lebanon

Nationality: Lebanese

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OBJECTIVE

Seeking a position in Human Resources that would be an opportunity to make a strong contribution by utilizing my capabilities and expanding upon related education, experience, and skills.

EDUCATION

Masters degree in Human Resources Management at Sagesse University – 2020

Bachelor degree in Business Studies at Arab Open University – 2016

EXPERIENCE

BLOM Bank s.a.l.

Training & Development Officer:

January 2018 – present

- Orienting employees towards their career development
- Determining the training needs after evaluating the performance appraisal of employees
- Preparing, reviewing and scheduling the talents training programs
- Assessing the training progress of the talents each semester
- Conducting internal and external activities for employees
- Attending and assessing the training sessions
- Tailoring the training sessions tests
- Reporting the training evaluation filled by the attendees and trainers
- Preparing and conducting tests for end of probation period

Head Teller:

June 2015 – January 2018

- Managing spot checks on Tellers
- Sending checks and taxes remittance
- Collecting, sorting and storing daily checklists
- Replenishing and testing the ATMs on daily basis
- Explaining our new products and services to customers
- Helping customers with their daily operations like cash and check deposit, withdrawal, statement request, bill payment, incoming and outgoing transfer, foreign currency exchange operation
- * I trained two employees at the branch to acquire their assigned tasks as Tellers and followed up on their development in order to achieve the required productivity level.
- * I attended seminars concerning business etiquette, money laundering, fraud policy, product knowledge, information security, compliances, and foreign account tax compliance act.

CREPAWAY s.a.l.

Shift Leader(Assistant Floor Manager):

June 2014 – November 2014

- Arranging staff schedules
- Preparing, and holding staff meetings
- Leading and motivating staff
- Planning employees tests
- Helping the Team Leader in the recruitment process
- Training and following up on employees to achieve the required sales techniques, communication skills, and customer care level
- Imposing the company rules, dress code, code of conduct, and norms on all employees equally
- Solving customers and employees complaints
- Managing the daily and monthly inventory
- Supervising the shift operations

* Started as a Runner in December 2011 till June 2012 when I was promoted to Waiter then to Shift Leader in June 2014. Achieved “Star Waiter” which means employee of the month in October 2013.

* Attended seminars related to customer care, communication skills, teamwork, food safety, and selling techniques.

SKILLS

- Training and coaching junior staff while executing constant quality checks on their work
- Assessing employees performance
- Leading, guiding and motivating members of the team to operate efficiently
- Creating and implementing an innovative environment within the workplace and between the employees
- Working under pressure
- Multitasking, respecting the time management
- Great communication skills & team ambiance

LANGUAGES

- Arabic: Native speaker and writer
- English: Fluent speaker and writer
- French: Good command

REFERENCES

- Mrs. Lara Awad, Training & Development Manager, BLOM Bank sal, 03-880293
- Mr. Mathieu Abou Chrouh, Assistant Branch Manager, BLOM Bank sal, 03-652354
- Mr. Bassam Moussallem, Branch Manager, BLOM Bank sal, 71-932370
- Mr. Roy Jabbour, Head of Human Resources Management Department, Crepaway sal, 03-599414
- Dr. Nicolas Shoueifaty, Coordinator, Sagesse University, 03-315305