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Nationality: Lebanese
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Professional Experience

[Sept 2016- Present] **KASSATLY CHTAURA S.A.L - Lebanon**
Human Resources Generalist

- I. Restructure HR department, set, organize and put into action all HR procedures and tasks;
- II. Organize and enhance communication between departments;
- III. Organize roles and duty distribution between teams and line supervisors;
- IV. Formulate HR policies and procedures and proactively work with managers to communicate, implement and recommend them and follow up on their application;
- V. Implement an open-door policy which allows for dialogue across Kassatly and encourages team collaboration and increases employee retention to rate of 8 %;
- VI. Handle monthly payroll for more than 300 employees;
- VII. Manage Human Resources database, payroll system issues, time and attendance (Time Management software - CHIP), update staff soft records and manage and control attendance, absence and leaves (sick, annual, etc..) for over 300 employees and workers;
- VIII. Handle and keep records for all occurring work accidents and their insurance coverage and assist injured employees during treatment period;
- IX. Initiate efforts and assist supervisors and HOD's to issue job descriptions for Kassatly;
- X. Set and develop a recruiting procedure to recruit and staff open positions;
- XI. Conduct approximately 30 face to face, 35 phone interviews and hire 10-15 external candidates per year. Accomplish results by averaging 30-35 interviews per year;
- XII. Complete 15 reference checks per year for open positions;
- XIII. Conduct employee orientations for new hires (e.g.: 10 in 2017);
- XIV. Attend career fairs as a liaison for Kassatly and follow up with potential applicants;
- XV. Set and deliver performance review process;
- XVI. Identify training needs and organize trainings as needed;
- XVII. Prepare and maintain personnel files for over 300 staff;
- XVIII. Receive and process employee relations complaints through phone calls, emails, in-person visits from employees and workers.;
- XIX. Take disciplinary action when needed according to disciplinary procedure and policy ;
- XX. Prepare employee termination packages, including conducting employee exit interviews;
- XXI. Provide various Human Resources services to over 300 staff (salary certificates, employment certificates, etc...);
- XXII. Perform other administrative tasks, including all NSSF related matters;

[Aug 2012-Aug 2016] **KVA SAL (ACC K&A JV) -Lebanon**
Human Resources Officer

- I. Prepared and maintained personnel files for over 650 staff for a time period of four years;
- II. Provided various Human Resources services to over 650 staff (ID's, employment and salary certificates, bank related situations...) and to other departments;
- III. Drafted employee schedules and maintained vacation time rotations;
- IV. Assisted the HR Manager in evaluation of reports, policies, and procedures, to effect continual improvements in efficiency of the Human Resources department;
- V. Recruited, staffed, mentored, training and development of over 650 employees;
- VI. Successfully conducted 30 New Employee Orientations in 2015 and 15 in 2016

- VII. Informed 60 Newcomers of details such as duties and responsibilities, compensation, benefits, schedules, working conditions, and promotion opportunities;
- VIII. Administered payroll processing and promoted, advised, and monitored employee benefit programs;
- IX. Assisted the HR Manager in developing and delivering Performance Management Process and providing performance review reports to higher management;
- X. Established and maintained terminated employee files and unemployment records after executing exit interviews and finalizing all their issues (final settlements, recommendation letters, clearance, etc...);
- XI. Executed "Process Survey Project" (check and compare actual and designed processes and functions to end up with actual organizational chart, process flows and job descriptions)
- XII. Coordinated with insurance company to solve over 25 work accidents per year;
- XIII. Communicated with staff to solve employee relation issues or problems and prepared warnings and termination letters when needed
- XIV. Prepared and presented weekly staff reports to higher management;
- XV. Handled, solved and advised regarding all NSSF related matters (registration, termination, pending matters, etc...)

[Apr 2010 – Dec 2010] **Sales and Marketing Executive** (NOOR International Holding – Lebanon)

[Oct 2009 – Apr 2010] **Procurement and Supply Chain Officer** (MEFOSA SARL – Lebanon)

Education

- [2017] **MORGAN INTERNATIONAL**
SHRM Learning Program
- [2012] **SAINT JOSEPH UNIVERSITY - USJ**
Master in Human Resources Management.
- [2009] **HOLY SPIRIT UNIVERSITY OF KASLIK - USEK**
B.A. in Business Administration

Language skills

Fluent in Arabic, English and French

Computer Skills and HRIS

HProcom, Time Management software (CHIP), Microsoft Word, Excel, Power point, Visio, Project

Internships

- [Mar – May 2012] **Human Resources** - Arabian Construction Company SAL
- [September 2007] **Customer service, Front Desk, Back Office** - Credit Bank- Chtaura Branch

Professional Trainings

- I. **Human Resources Management** (North Mind/Michel Daher Social Foundation - Lebanon 2017)
- II. **Duties of employers towards Ministry of Labor** (Chamber of Commerce Industry and Agriculture - Lebanon 2017)
- III. **Lebanese Labor Law** (Morgan International - Lebanon 2017)
- IV. **Productive Inclusion** (Lebanese Physical Handicapped Union/Civic Influence Hub - Lebanon 2017)