

ELSA TARABAY

Beirut-Lebanon

+961-70-004639

elsatarabay@hotmail.com

CAREER OBJECTIVE

Seeking a responsible and challenging position in a growing organization where I can utilize my education and abilities in order to become a more proficient worker capable of bearing higher positions offering long term commitment, advanced opportunity and a challenging career development.

SUMMARY OF QUALIFICATIONS

- Organized, efficient and precise.
- Excellent Communication and Interpersonal Skills.
- Excellent problem solving skills.
- Enthusiastic, creative and willing to assume increased responsibility.
- Excellent verbal and written communication skills.
- Unique problem solving and time-management experience.
- Able to co-ordinate multiple projects and meet deadlines under pressure.
- Task Oriented.
- Appreciate challenges

EDUCATION

- 2011 Lebanese University-Center of Languages and Translation (CLT)
Bachelor degree in Foreign languages applied in Business
- 2008 Collège Sainte Famille Zahlé (CSF)
Secondary School (Lebanese Baccalaureate)

PROFESSIONAL EXPERIENCE

September 2019 – Present

Tanmia ADC SAL

HR Development & Internal Communication Manager

- ✓ Follow up on the HR daily operations with the HR team and resolve any pending or raised issues
- ✓ Set the framework of the Employer Brand Architecture Model to improve image and reflect proud employee
- ✓ Ensure a proper implementation of the manpower planning and be aware of any unjustified headcount
- ✓ Reinstate the grading structure, recommend changes and execute accordingly
- ✓ Conduct a thorough revision of compensation and benefits with phased improvement plan set in place
- ✓ Calculate employee's incentives on quarterly and annual basis
- ✓ Verify attendance
- ✓ Cascade planning and performance management system throughout the organization based on action plans
- ✓ Optimize org charts with timeline of vacancies, replacements and redundancies
- ✓ Ensure all HR processes, policies and procedures are developed and updated
- ✓ Ensure the development of HR initiative (Code of Conduct/Employee Handbook)
- ✓ Lead the development of MyTanmia Intranet
- ✓ Identify training needs with direct link to OGSM; plan and execute accordingly
- ✓ Prepare all Internal Communications and communicate accordingly
- ✓ Organize all company's events in terms of facilities and logistics
- ✓ Member of the Cost Chase Committee to monitor and control the departmental expenses, highlight any waste and suggest cost reduction solutions

January 2018-August 2019

Tanmia ADC SAL

Business Excellence Officer

- ✓ Co-Champion the Customer Feedback Unit
- ✓ Engage and actively contribute to innovation workshops related to product & brand architecture
- ✓ Participate in the strategy workshops and values definition
- ✓ Champion the development of the Internal Communication Plan; manage and monitor work accordingly and launch IC activities to boost culture and dynamics
- ✓ Liaise with recruitment agencies to find potential candidates for key vacancies; Screen received resumes and interview shortlisted candidates
- ✓ Draft business plans, concept documents, board logistical guides and policies as necessary
- ✓ Organize board logistics, streamline the preparations, agenda, meeting frequency, scheduling and coordination process
- ✓ Attend Board of Directors meetings and record minutes of meeting
- ✓ Assist in OGSM and Work Plans editing, modification and ensure confirmation

June 2014-November 2017

Emirates Airlines, UAE

Business Class In-Flight Attendant

- ✓ Attend pre-flight briefings to review emergency procedures, flight details, expected issues and crew coordination plans.
- ✓ Check on board medical kits and emergency equipment to ensure functionality and ensure passenger cabin is adequately prepared.
- ✓ Greet passengers during boarding and advise them where to stow carry-on items.
- ✓ Instruct use of emergency equipment and maintain safe conditions in airplane cabin.
- ✓ Provide friendly and professional in-flight service.
- ✓ Provide medical care whenever needed.

March 2013-May 2014

International distribution Network SAL

Quality Management Representative

- ✓ Ensure that processes needed for the quality management system in accordance to ISO 9001:2008 are established, implemented and maintained.
- ✓ Ensure awareness of customers and QMS requirements are considered throughout the organization.
- ✓ Implement the quality policy and quality objectives
- ✓ Report to top management on the performance of the quality management system through the key performance indicators and opportunities for improvement.
- ✓ Conduct unscheduled inspections of activities during various steps in the process.
- ✓ Maintain current and accurate records of all relevant communications, audits, corrective action plans, and effectiveness monitoring.

HR Officer

- ✓ Ensure appropriate staffing and recruiting logistics.
- ✓ Assist with employee relations and communication
- ✓ Maintain human resources data base
- ✓ Ensures that human resource files and records are maintained in accordance with legal requirements and Company policies and procedures
- ✓ Assist with the day-to-day efficient operation of the HR office
- ✓ Maintain and update vacation records of all employees on Chronos and excel calendar on daily basis and issue transportation fees
- ✓ Assist the Accounting Manager in data entry and reconciliations

October 2012-February 2013

Esiters Co.

Executive Assistant

- ✓ Handle & Maintain filing system of all incoming/outgoing invoices, proformas, proposals, quotations, letters of acceptance, contracts of POB (Port of Beirut), Ad Notam, Inplan GmbH and others and follow up with unpaid invoices.
- ✓ Handle, Maintain & Prepare employees' personal documents such as letters of recommendation, attestations, NSSF documents, payroll, salary slips, vacation leaves, etc ...
- ✓ Prepare quotations. Check Statements of Accounts.
- ✓ Handle Petty Cash and all office' expenses.
- ✓ Conduct researches and search the market for new clients for our luxury product (Ad Notam Mirror Tv).
- ✓ Compose reports and emails. Prepare responses to correspondence containing routine inquiries.
- ✓ Follow up with orders and shipments. Prepare all papers needed for clearance. Follow up with order delivery.

September 2011-September 2012

Professional Learning Center

Administrative Assistant

- ✓ Maintain office calendar to coordinate work flow.
- ✓ Maintain confidentiality & good relations in all aspects of clients, managers, staff and agency information.
- ✓ Set up and coordinate meetings and trainings
- ✓ Compose reports and emails. Create presentations and conduct researches.
- ✓ Do phone surveys/inquiries when needed
- ✓ Support those whom are learning French and Spanish
- ✓ Create and maintain filing system.

UCMAS (Universal Concept of Mental Arithmetic System): Course Instructor & Trainer

- ✓ Teach techniques of mental arithmetic system
- ✓ Train & supervise part time course instructors.

TRAININGS

- ☐ 2011 **UCMAS (Universal Concept of Mental Arithmetic System): Basic, Elementary A, Elementary B levels.**
- ☐ 2012 **Direct English Master Licensee Training Program.**
- ☐ 2013 **Integrated Management System-Internal Audit (ISO 9001-2008)**
- ☐ 2014 **Train the Trainer**
- ☐ 2018 **The 7 forces of Business Excellence**

LANGUAGES

Language	Spoken	Read	Written
English	Fluent	Fluent	Fluent
Arabic	Fluent	Fluent	Fluent
French	Good	Fluent	Fluent
Italian	Good	Fluent	Fluent

COMPUTER KNOWLEDGE

Microsoft Office Proficiency, Visio

INTERESTS & ACTIVITIES

Travelling