

EXPERIENCE

Nascode S.A.R.L

Executive Assistant , Beirut | May, 2021 - Present

- Act as the point of contact among executives, employees, clients and other external partners
- Manage information flow in a timely and accurate manner
- Manage executives' calendars and set up meetings
- Perform direct follow-up with potential clients
- Rack daily expenses and prepare weekly, monthly or quarterly reports
- Act as an office manager by keeping up with office supply inventory
- Take minutes during meetings
- Performing minor accounting and human resources duties
- Reading and analyzing incoming memos, submissions, and outlines and distributing them as needed.

United Nation Relief and Works Agency - UNRWA

Travel and Visa Assistant , Beirut | January, 2020 - April, 2021

- Facilitate hotel reservations and arrangements of travel for missions overseas through the implementation of digitalized travel business intelligence solutions as well as recommend continuous improvement initiatives in the area of travel processes, policies and systems.
- Provide administrative support to the organization of conferences, workshops, events and retreats by extracting data, price lists and event agreements from various sources and LTA's to find the most suitable selection for cost-efficiencies and client satisfaction.
- Coordinate with UNRWA Legal department, various Consulates and the host government's Ministry of Foreign Affairs prior to processing requests for visas, border clearance, Residency Cards and Diplomatic Cards through the application of management systems for UNRWA staff members and their dependents
- Certify and prepare applications to be processed by UNRWA HQ for the issuance and cancelation of United Nations Laissez-Passer (UNLP) for UNRWA employees

Telephone Operator, Beirut | January, 2020 - April, 2021

- Responsible to handle all incoming calls with a clear, distinct and friendly tone and direct them to concerned UNRWA staff members or departments through the switchboard, CISCO IP Phone System or CISCO Jabber.
- Provide a highly organized and competent telephone operator service both internally and externally on all aspects of telecommunications to and from UNRWA via the switchboard.
- Provide a professional, helpful and efficient customer service by using listening skills to put callers at ease, and allow effective reporting and follow-up of incoming problems and complaints as applicable to UNRWA Rules and Regulations
Keep records of calls placed and received by all UNRWA departments and update directory of UNRWA staff members' mobile numbers and CISCO Extensions
- Facilitate Alfa and MTC UNRWA lines and private charges using Microsoft Excel and process invoices for payment
- Perform multiple administration tasks

United Nation Relief and Works Agency - UNRWA

ICT Technician, Beirut | **September, 2019 - December, 2019**

- A member of the ICT Help Desk team that provides support services to end-users in accordance with established standards, policies and operating procedures.
- Receive and install new or existing updates to end-users hardware, mobile devices and software including operating systems and anti-virus software.
- Maintain an up-to-date inventory of installed devices and software licenses.
- Provide formal and on-the-job training on the use of computing services and facilities, devices, tools, wireless connectivity, and standard software packages.
- Prepare and support requested ICT services for various internal and external meetings including necessary internet, teleconferencing, video conferencing, desktop, printing and video/audio projection services.

United Nation Relief and Works Agency - UNRWA

ICT Help Desk Volunteer, Beirut | **July, 2019 - September 2019**

- Provide technical assistance and support for incoming queries and issues related to computer systems, software and hardware in person and over the phone.
- Creating and using an Image for Windows
- Hard Disk MHDD check-up
- Install, modify and repair computer hardware and software.
- Entering a domain, adding users to that domain and controlling each user through user interface.

EDUCATION

Management Information System

Lebanese International University, Beirut | **2016 - 2019**

- B.A Degree awarded in July, 2019
- GPA 3.2

CISCO IT Essentials

Digital Opportunity Trust, Beirut | **2019**

- Certificate awarded in August, 2019
- Gained great experience that prepared me for career opportunities in the technology industry

Economics Secondary Education

Jaleel UNRWA School, Beirut | **2015 - 2016**

COMPUTER SKILLS

Database Management

Microsoft Office

Software Development

-HTML
-CSS

Programming Languages

-NetBeans
-C++

LANGUAGES

-Arabic
-English

REFEREES

Ahmad Zaatar

Field Administrative Services Officer

UNRWA

☎ +961 76898981

✉ a.zaatar@unrwa.org

Khaled Hanafi

Field ICT Officer

UNRWA

☎ +961-3844463

✉ k.hanafi@unrwa.org

Wissam Omar

Stock And Material Inspection Officer

UNRWA

☎ +961-3735156

✉ w.omar@unrwa.org

REFERENCES

References, certificates and recommendations will be provided among request.