

SILVANA ZEINDDINE

DATA PROJECT MANAGER
MASTER'S DEGREE IN HUMAN RESOURCES
5 YEARS EXPERIENCE

CONTACT

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EDUCATION

SAGESSE UNIVERSITY FORN SHEBEK, BEIRUT, LEBANON

- [2018 - Present] Master's Degree in Human Resources Management
- [2014 - 2018] Bachelor in Human Resources Management (HRM), [GPA 3.3]

DIGITAL SKILLS

- Election Program 4MGroup
- Project Management Trello
- Communication Tool Slack
- MS Office

LANGUAGES

- Arabic [Native]
- English



PROFESSIONAL EXPERIENCE

[June 11, 2019 - Present]

LIBRO COMPANY RESEARCH ASSISTANT VOLUNTEER (PROJECT)

- Collect/clean data on more than 650 after extensive research all over Lebanon
- Lead partnership establishments with more than 30 NGOs in all eight districts in Lebanon

[January 8, 2018 - Present]

WATANON COMPANY DATA PROJECT MANAGER

- Keep the website "Watanon.org" updated to local and international political news [more than 40 news daily]
- Manage all "WatanOn" Social Media pages [increased 40% of reach on Facebook and 60% on Instagram]
- Managing Call center team working on data collection in 2018 elections, aggregating data to be ready to be communicated for candidates [4000 records/daily]
- Provide training on the Election System to new comers Managing Sponsorship projects owned by Watanon.org Manage project aiming to compare electoral data in North Lebanon by candidate for 2005, 2009 & 2018 elections and submission of detailed report at the end of the project

[October 2, 2017 - October 31, 2017]

PHOENICIA BEIRUT HOTEL HUMAN RESOURCES INTERNSHIP

- Consult with employers to identify needs and preferred qualifications for open jobs
- Assess most qualified applicants based on their experience, education and skills
- Contact references and perform background checks
- Inform applicants about job details such as benefits and conditions

[January 23, 2017 - September 12, 2017]

CEDAR REHABILITATION OFFICE MANAGER

- Manage the full office having more than 10 beneficiaries at the time Implementing processes & procedures to organize collaboration with patients' parents in addition to all related payments
- Act as vice-directors in the important meetings that he has to missed

[December 2, 2014 - January 15, 2017]

HADI CELL ADMINISTRATIVE ASSISTANT

- Managing store & achieved an Increase of sales by 30% & increase of store size by 50%
- Creating update records and database with all shop data
- Tracking stock of store supplies and place orders when necessary

OMT/WESTERN UNION AGENT

- Lead establishment of OMT section in the store & took needed OMT training to achieve the needed tasks
- Cash checks, pay bills, process Money Orders, wire money nationally and internationally.
- Balance drawer, added new customers to the system and handle complaints and cash inflows and outflows.
- Helps in maintaining records to comply with laws and regulations, examined checks for identification and endorsement.
- Delivering promptly with accurate and excellent customer service.
- Receiving payments from customers
- Checking the quantity and quality of received products/office supplies
- Increasing customer attendance & sales by providing fast and friendly service [handled more than 50 transactions daily]