

# Marie-Helene Moussawer

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Born in 1988 . Beirut, Lebanon

## .work experience.

June 2019 – Present. **Movenpick Hotel Beirut**

ASSISTANT LEARNING & DEVELOPMENT MANAGER

- Coordinate with Accor Academy to leverage the online training “INES” program in-property and assist them in designing e-learning materials for TMEA region.
- Identify skills gaps and training needs by conducting regular Training Needs Analysis and Quality Assurance Audits.
- Design and conduct training programs internally and communicate with external training providers to develop material to enhance staff behavioral and technical skills
- Manage and update monthly reports related to training programs and L&D budget
- Guide and assist personnel in setting their yearly KPIs and ensure personal development through regular performance reviews.
- Coordinate with external and internal parties and plan activities and projects that have a direct impact on guests, employees and the community
- Improve Customer Reputation Performance through regular meetings and follow-ups with various stakeholders.

April 2016 – March 2019 . BEIRUT. **Bluefield Public Health**

QUALITY ASSURANCE MANAGER

- Responsible for the implementation of the ISO 9001:2015 certification for three consecutive years.
- Designing policies and procedures according to the operation’s needs and guide all staff throughout the implementation phase.
- Improve schedule efficiency and day to day operation while maintaining operational cost and yearly budget.
- Achieve 20% increase in customer satisfaction in one year by maintaining a regular follow-up, meetings with customers and applying corrective actions when needed.
- Manage all personnel and ensure that the performed work is up to the service standards.
- Lead the food safety department and implement training programs, produce reports and conduct audits in various food facilities to ensure compliance with International Standards: HACCP, GMP, GHP.
- Communicate with Sale & Marketing team to propose new ideas to expand our service in the region.

August 2013 – February 2016. IRAQ. **Erbil Rotana Hotel**

ENVIRONMENT, HEALTH & SAFETY MANAGER

- Lead the implementation and continual enhancement of the EHS Management System.
- Inspect and audit the facility to ensure compliance with EHS Standards: HACCP –ISO 14001 and OHSAS 18001.
- Maintain regular communication with key stakeholders and conduct trainings to mitigate environmental, health, and safety risks
- Achieve with the EHS team our yearly sustainability KPIs for 2015: 6 CSR activities – 570 volunteering hours – 2% decrease in A4 usage – 5% reduction in electricity consumption

## .education.

2009 - 2011 . **Masters in Food Formulation and Security**

Lebanese University – Faculty of Science – Beirut, Lebanon

2006 - 2009 . **Bachelor in Biochemistry**

Lebanese University – Faculty of Science – Beirut, Lebanon

## .skills.

- Leadership Skills.  
- Training.  
- Analytical skills.

- Communication skills  
- Organizational skills.  
- Audit.

■■■ English – IELTS Band 8  
■■■ French  
■■■ Arabic

## .certificates.

2020 . **Six Sigma Yellow Belt (MOOC)**

University System of Georgia via Coursera

2020 . **Become a Sustainable Business Change Agent (MOOC)**

University of Colorado via Coursera

2019 . **Excel Skills for Business (MOOC)**

Macquarie University via Coursera

2017 . **Fundamentals of Project Management**

Lebanese Standards Institution – Beirut, Lebanon

2013 . **Foundation of Internal Auditor Food Safety Management System**

Société Générale de Surveillance (SGS)