

Stephanie AL FEGHALI

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Qualifications & Skills

- Lobster Ink Program (suggestive Selling, Problem Resolution, Problem Handling)
- HACCP Training
- ALDP 1 - Leadership fundamentals
- IHG Trainings(Code of Conduct, Intellectual Property, Handling Credit Cards Securely, Introduction to Information Security, Antitrust)
- Microsoft Office
- Opera System
- HR Operating System (SETS)
- FBM system, Food Beverage Materials system
- Reservation system, outlets reservation system V7.1
- BIS HR System (Internal system)
- IELTS English test, Overall Band 7.5 And TEF French Test
- Interviewing skills
- Negotiation skills
- Organizational and planning skills
- Problem solving
- Coaching skills
- Communication(Verbal, Visual and written) , interpersonal skills
- Multicultural awareness
- Team work
- Reliability and Commitment
- Continuous improvement
- Attention to details
- Reporting

PROFESSIONAL EXPERIENCE

Human Resources Division - Recruitment Specialist

July 2019 - Present

The Coral Oil Company Limited - Zouk Mikael, Lebanon

- Administer and update candidates' database.
- Respond to recruitment needs, Consolidate the recruitment requests from head of departments and ensure compliance with budget.
- Coordinate with the marketing department for the online applications and vacancies.
- Build, foster and maintain relations with external parties such as universities and colleges, recruitment agencies and other sources of high potential candidates in order to enhance the corporate employment and to recruit the best fit candidates.
- Implement candidate selection methodologies, such as structured interviewing, testing and other forms.
- Participate in developing and monitoring the implementation of the recruitment process in order to attract the right candidate to the right job at the right time.
- Update through ad hoc reports, and through regular generated reports, the Head of HR on the staffing and manpower progress and give suggestions when applicable.
- Performing reference and background checks for short listed candidates.
- Prepare the employment required formalities for the employee filing as per the recruitment policy and procedures.
- Follow-up on new employees during probation period, including induction program and evaluation.
- Responsible for delivering HR induction program for all levels upon recruitment
- Handle the internship process, and coordinate with requestors potential internship vacancies.
- Ensure proper implementation of the Division's Policies and Procedures, maintaining all workflows as per need.
- Send regret emails to rejected candidates.
- Conducting exit interviews on leavers.
- Assisting with the case management: disciplinary actions such as issuing warnings, notifications and appreciations letters.
- Participate in HSE drills, inductions and trainings when applicable.

Human resources - Personnel Officer

July 2015 - June 2019

BUS, Butec Utility Services - Sin El Fil, Beirut, Lebanon

- **Recruitment:** Sorting CV's as per job requirements, scheduling interviews, conducting screening interviews, following up with new hires on needed credentials, agreeing on starting date and preparing the induction plan for all new comers.

- **Payroll:** Maintaining the HR system, managing employees' attendance on a monthly basis, checking and controlling attendance v/s manual timesheets, generating, analyzing and documenting leaves, sickness and overtime reports. Work closely with the finance department to ensure accurate payroll processing. Handle the exit process as per labor law and applicable regulations, ensuring on time payments.
- **Case Management:** Investigate all disciplinary actions request received ensuring fair treatment, handle all the disciplinary actions process, issuing the appropriate letter and addressing it to the concerned.
- **Creating, monitoring & updating Employees files** including managing the attendance sheets the types of leaves and grievances, receiving and approving medical reports, managing employees' legal documents and generating employees' monthly pay slips.

Food and Beverage Administrative Supervisor

September 2014 - June 2015

Hotel Phoenicia Intercontinental - Beirut, Lebanon

- Managing the F&B department, ensuring proper coordination with the other departments.
- Issuing, approving and processing purchase orders (PO).
- Generating F&B Department monthly payroll reports.
- Managing the extra staff (recruitment, departments' distribution, payments etc...).
- Preparing entertainers' contracts and bills.
- Developing the monthly action plans and the yearly forecasts of the outlets.
- Preparing employees contracts on a monthly basis.
- Arranging room booking, airline tickets, airport pick up and drop off for guests coming for F&B promotions.
- Championing the Mystery shopper project in the F&B Department.
- Organizing all internal meetings and doing the proper follow up after each meeting (minutes, action plan).
- Assisting the F&B director in all projects related to the department (restructuring, man power planning, and succession planning, selective retention).

Administrative Assistant at the Banquet department

June 2013 - September 2014

Hotel Phoenicia Intercontinental - Beirut, Lebanon

Managing all administration works such as Payroll, Schedule, Store, Training, and new comers on-boarding; coordinating between the Banquet and all other departments mostly Human Resources and Finance (new comers, payroll, Cashier Operation).

Telephone Operator

July 2012 - May 2013

Donner Sang Compter – NGO - Beirut, Lebanon

Acting as a liaison between the Patients in need for blood and the volunteers blood donors.

Events organization and planning - Lebanon (Freelancer)

2008 – Present

(Mix FM Radio Station, Mzaar Kfardebian- Agosto & Five Islands)

Providing Staffing needs, managing tasks and schedules, supervising the workflows during the events and handling the closing of the cash trays at the end of the events.

Private tutor in Arabic Language

2009 - 2011

Summer Camp Monitor - Green Island - Antonines Sisters School

2008 - 2011

EDUCATION

Bachelor of Business Administration in Human Resources Management

2012 - 2015

American University of Culture and Education - Beirut, Lebanon

Undergraduate in Arabic Literature

2008 - 2012

Lebanese University Faculty of Letters and Human Science - Beirut, Lebanon

Lebanese Baccalaureate

2008

Antonines Sisters School – Hazmieh - Jamhour, Lebanon

Languages

English, French and Arabic (Native language)

Social Activities

Scout member since 1995 and Certified Chief since 2009

Volunteer at Donner Sang Compter - NGO. Beirut, Lebanon. Since 2012