
Denise Bou Antoun

Bikfaya Lebanon

T: 00961 3 710549

E: denisebouantoun@hotmail.com

True professional within the HR field, possess a comprehensive understanding of the laws and regulations recruitment and employment, expert on legislative and occupational health care schemes, and can give excellent guidance on related fields. Have strong work ethic and able to use tact and discretion when dealing with confidential personal issues.

AREAS OF EXPERTISE

Recruiting and staffing
HR Compliance

Compensation & Benefits
Organizational design and goals

Employee Relations
Training & Development

HR Information systems and Payroll
Employee performance system

CAREER HISTORY

August 2018 – Present

Human Resources Manager
Hilton Beirut Habtoor Grand Hotel & Metropolitan Palace – Sin El Fil

- Develop and implement HR strategies and initiatives aligned with the overall business strategy
- Bridge management and employee relations by addressing demands, grievances or other issues
- Manage the recruitment and selection process
- Support current and future business needs through the development, engagement, motivation and preservation of human capital
- Develop and monitor overall HR Budget/Manning, systems, tactics and procedures.
- Encourage a positive working environment
- Oversee and manage a performance appraisal system that drives high performance
- Maintain pay plan and benefits program
- Assess training needs to apply and monitor training programs
- Report to management and provide decision support through HR metrics
- Ensure legal compliance throughout human resource management.
- Develop and deliver training programs relevant to the needs of the business.
- Liaise with the L&D Supervisor and support learning and development programs.
- Ensure all parts of the HR department are compliant for all site audits.

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July 2017 – July 2018

Assistant Human Resources Manager

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- Monitoring staff movements (Recruitment, Turnover, Analyzing staffing needs for company.
- Recruiting, screening, interviewing and selection of prospective employees.
- Working with department Heads on all HR needs and issues.
- Minimizing company risk by ensuring compliance with applicable laws and regulations.
- Counseling, coaching and handling all disciplinary functions.
- Monitoring all termination process including exit interviews, closure process, etc....
- Creating and developing HR Policies.
- Managing Insurance renewals and claims process.
- Managing all documents related to NSSF and MOL
- Managing Payroll
- Ensures employees are cross-trained to support successful daily operations
- Monitoring complete filing process (Ensuring employee files contain required employment paperwork, proper performance management and compensation documentation, are properly maintained and secured for the required length of time).

January 2014 – June 2017

HR Supervisor

Hilton Beirut Habtoor Grand Hotel & Metropolitan Palace – Sin El Fil

- Arranging pre-employment medical examinations.
- Processing payroll information in accurate and timely manner
- Updating and maintained staff bulletin boards & newsletter.
- Developing electronic filing.
- Monitoring the HR department's general expenditure.
- Handling all Team Members for time off requests and grievances.
- Sharing relevant contractual information.
- Escalating operational issues to senior management.
- Handling travel arrangements & organizing accommodation for senior managers.
- Handling the recruitment process including : Sourcing, Screening CVs , Interviewing and communicating with department heads for specific position criteria
- Preparing Offer Letters
- Updating the system with all budgeted positions
- Working on the Budget and Manning report

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- Prepare all type of Letters as salary letters, embassy letters, liquor license letters, employment certificate, promotions salary increment
- Coordinate all matters of work permit and visa
- Liaising with the recruitment agencies
- Assist in the staff discipline and implement the company policies and procedures
- Coordinate all matters of staff accommodation, facilities, and transport
- Preparing disciplinary actions letters
- Handling Resignations and Terminations process
- Posting, sourcing and creating Offers on Taleo website
- Managing Associates Canteen ' operations
- Handling Investigation for misconduct
- Assisting in Employee activities
- Preparing Regional HR monthly report
- Preparing HR Monthly news and sharing with all concerns
- Preparing quarterly HR report and conducting the presentation.
- Assisting in GM' s Communication meeting
- Handling Exit Clearance, resignations, terminations, visa cancellation and Exit Interview Encoding Performance appraisal
- Handling Task force process

April 2012 – December 2013

Personal Assistant - Director of Operations

Hilton Beirut Habtoor Grand Hotel & Metropolitan Palace – Sin El Fil

- Provided general secretarial / administration support to Director of Operations.
- Produced board meeting papers, agendas, and facilities for meetings. Promoted a professional image of the company.
- Involved in recruitment, budgets & accounts, managing HR issues.
- Followed up on all shortfalls with concerned Head of departments.
- Attended internal meetings, recorded minutes of meetings.
- Made appointments and arranged travel and accommodation.
- Raised purchase orders, expense claims and arranged invoices.
- Carried out routine administrative duties

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January 2010 – March 2012

Personal Assistant - Resident Manager
Habtoor Grand Hotel & Metropolitan Palace – Sin El Fil

- Provided general secretarial / administration support to Director of Operations.
- Attended internal meetings, recorded minutes of meetings.
- Made appointments and arranged travel and accommodation.
- Raised purchase orders, expense claims and arranged invoices.
- Produced board meeting papers, agendas, and facilities for meetings. Promoted a professional image of the company.
- Involved in recruitment, budgets & accounts, managing HR issues.
- Organized special events in hotel's restaurants in terms of entertainments, decoration, kids' animation...

January 2007 – December 2009

F&B Administrative Assistant
Habtoor Grand Hotel & Metropolitan Palace – Sin El Fil

- Provided general secretarial / administration support to Food & Beverage department
- Organized different public event programs.
- Monitored full team support for different restaurants/events 'shifts.
- Led daily operation meetings for F&B team.
- Supervised the daily sales calls and restaurants' reservation process.

February 2005 – December 2006

Groups Coordinator - Sales & Marketing
Habtoor Grand Hotel & Metropolitan Palace – Sin El Fil

- Followed up on potential group leads.
- Organized conferences and events for corporate clients.
- Implemented catering and group SOP's so as to ensure quality and profitability for all functions booked.

August 2004 – February 2005

Secretary
Tahan Engineering Trading and Contracting – TETCO - Antelias

August 2003 – July 2004

Secretary – Banquet sales Department
Metropolitan Palace – Sin El Fil

July 2001 – July 2003

Hostess/Waitress
Metropolitan Palace – Sin El Fil

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TRAININGS

Aligning Employee performance with Organizational goals – Cornell University / ILR school
HR Excellence programs (1, 2 & 3)
HR as Business Partner: Managing Talent for Organizational Success
Executive Intelligence: Working With and Through Others
HR as Business Partner: From Cost Center to Strategic Partner
Records Management for Hotel Team Members
Property Technology Inspections
Inclusive & Respectful Workplace Acknowledgment
Unconscious Bias
Diversity & Inclusion
Becoming an Inspirational Leader
Positive Atmosphere: Establishing a Positive Work Environment
Coaching Techniques that Drive Change
Planning an Effective Performance Appraisal
Establishing Team Goals and Responsibilities, and Using Feedback Effectively
Basic Presentation Skills: Creating a Presentation
Emotional Intelligence: Owning Your Emotions
Making an Impact with Non-verbal Communication
The Art and Science of Communication
Effectively Directing and Delegating as a Manager
Achieve Productivity in Your Personal Life
Managing Your Company's Talent
Talent Management: Retaining Talent
Attracting and Retaining Talent
Developing and Deploying Strategic Plans
HR as Business Partner: Linking HR Functions with Organizational Goals

EDUCATION

Superior Technical Education in Hotel Management, 2001 – Ecole Hotelière
Bacc 2 – Soeur des Saint Coeur Bikfaya.

LANGUAGES

English (fluent); French (Fluent); Arabic (fluent)