

Mireille Audi

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HR SKILLS

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| ❖ HR Department Startup | ❖ Employee Relations | ❖ Training & Development |
| ❖ HR Policies & Procedures | ❖ HR Program/Project Management | ❖ Performance Management |
| ❖ Staff Recruitment & Retention | ❖ Orientation & On-Boarding | ❖ Organizational Development |
| | ❖ Compensation & Benefits | ❖ HRIS Applications |
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PROFESSIONAL EXPERIENCE

CLOUDS MEDIA — Beirut, Lebanon

An online advertising, internet marketing & SEO agency serving Lebanon & the Middle East

HR Supervisor, Jan 2014 till Present

Initiated an official HR Program to help the company grow its business through talented and committed employees.

Key Achievements:

- ❖ Played a key role in defining and ensuring the successful implementation of HR policies.
- ❖ Fostered a teamwork/open-door environment conducive to positive dialogue across the organization.
- ❖ Demonstrated success in negotiating win-win compromises for company and employees.
- ❖ Revised job descriptions across all levels of the organization.
- ❖ Monitored the compensation and benefits data of the Company to determine the competitiveness of the compensation plan.
- ❖ Manages all human resources related activities including recruitment, compensation, career development, performance measurement, training and personnel affairs.
- ❖ Manages the human resources planning process to determine the Company's long-term staffing needs through discussing the personnel needs with department managers and prepares personnel forecasts to plan employment needs.
- ❖ Participates in interviews, selections and recruitments of employees to fill vacant positions at the Company corporate office.
- ❖ Arrange the day-to-day operations of the office.
- ❖ Assist in meetings as well as taking minutes of meeting.
- ❖ Organize and maintain files and records.
- ❖ Plan and schedule meetings and appointments.
- ❖ Provide quality customer service including but not limited to phone calls.
- ❖ Maintain customer confidence and protects operations by keeping information confidential.
- ❖ Create process and track purchase orders and maintain records of orders and inventory and follow up with vendors on shipment and delivery.
- ❖ Manage and purchase office supplies.
- ❖ Coordinates and work with Managers of all Units to ensure projects are meeting the deadlines.

BYBLOS BANK — Beirut, Lebanon

A full-service financial institution that focuses on the domestic and regional markets

Organizational Behavior and Recruitment Senior Officer, Jan 2008 till Dec 2013

Responsible of all staff satisfaction activities and events, along with policies and procedures implementation and system update.

Key Achievements:

- ❖ Elaborated a detailed action plan for each activity with a breakdown of all necessary tasks, parties in charge, deadlines, and costs.
- ❖ Developed motivational/ disciplinary policies and procedures and conducted surveys (employee satisfaction survey, culture survey, smoking policy, pandemic policy, whistle blow policy and campaign, dress code campaign, code of conduct renewal).
- ❖ Ensured in coordination with Planning & Talent Acquisition unit, a timely update of the active directory (outlook) due to any changes in the staff profiles, titles, department, for Lebanon

and overseas.

- ❖ Managed the creation of the performance appraisal document and set the respective KPIs.
- ❖ Identified, selected and managed external training and accreditation providers.
- ❖ Liaised with concerned managers for in-house training by identifying the objective, targeted group, material needed, user guide or manual, room set-up, evaluation, and follow-up.
- ❖ Standardized training manuals, multimedia visual aids, and other materials.
- ❖ Conducted the recruitment process from selecting to screening along with hiring on the system, orientation and presentation.
- ❖ Deliver Orientations for the New Recruits regarding the Code of Conduct and Recruitment Process of the Bank.

EDUCATION

NOTRE DAME UNIVERSITY — Beirut, Lebanon

Bachelor of Arts (BA) in Advertising & Marketing, 2004

Activities: Worked during college as a sales representative and team supervisor for luxurious brands in different exhibitions.

SKILLS & HOBBIES

- ❖ Trainings in the areas of employee and labor relations, Weal of life management, active directory essential, presentation skills, body language and professional image, Photoshop.
- ❖ Languages: Arabic (native), English and French (fluent), Spanish (competent).
- ❖ Writing poetry and playing chess.