

# DIANA FAYSAL

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I'm a highly motivated individual who is currently pursuing his bachelor degree in Human Resources Management, and I'm interested in a full time job in an organization where I can grow and gain valuable experience in order to have the competency that will enable me to thrive through my chosen field of work.

## EXPERIENCE

**21/JUNE/2021 – 21/JULY/2021**

**HUMAN RESOURCES INTERN, DIFCO GROUP**

- Screen resumes and application forms
- Schedule and confirm interviews with candidates
- Handle recruitment process (LinkedIn search, CV screening)
- Prepare Internship and recruitment announcements for new candidates
- Update internal databases with new employee information, including contact details and employment forms
- Handle termination process

**2018 – 2021**

**STOCK COORDINATOR, KAYAN COSMETICS**

- Communicate with pharmacists and employers about project, event or campaign expectations and goals
- Answer phone calls from pharmacists to identify their needs in order to recommend products and help in submitting their orders
- Delegate tasks to appropriate team members
- Manage deadlines and progress across the team to ensure the order is delivered on time
- Oversee the delivery of orders and make adjustments as necessary to ensure they are delivered to specifications and high standards
- Collect and analyze feedback from pharmacists and other users to measure satisfaction and success

**2018 – 2021**

**BEAUTY ADVISOR, KAYAN COSMETICS**

- Greet customers upon their arrival and help them find the products they are looking for
- Demonstrate proper use of makeup and skin care products and cross-sell beauty products
- Identify customer needs and recommend cosmetics and skin care products based on their skin type
- Ensure proper presentation of products on shelves
- Inform customers on prices and special offers
- Replenish stock as needed

**2016 – 2018**

**FRONT OFFICE COORDINATOR, GOLDEN LILI HOTEL**

- Answer phone inquiries, direct calls, and provide basic information
- Communicate with clients and employers about project, event or campaign expectations and goals
- Greet clients, schedule meetings and handle guest requests within acceptable guidelines
- Assist in the development and monitoring of the budget to provide top quality customer service

**JUNE/2016 – DECEMBER/2016**

**CASHIER, SPINNEYS**

- Manage transactions with customers using cash registers
- Scan goods and ensure prices are accurate
- Collect payments whether in cash or credit
- Cross-sell products and introduce new ones
- Resolve customer complaints and guide them by providing relevant information
- Track transactions on balance sheets and report any contradiction
- Handle merchandise returns and exchanges

## **EDUCATION**

**2016 - 2021**

**HUMAN RESOURCES MANAGEMENT, ARAB OPEN UNIVERSITY**

**2015 - 2016**

**HIGH SCHOOL DIPLOMA (ECONOMICS AND SOCIOLOGY), CHOUEFET OFFICIAL SECONDARY SCHOOL**

## **VOLUNTEERING**

**2015 – 2019**

**LEBANESE RED CROSS VOLUNTEER**

**EMERGENCY MEDICAL TECHNICIAN/ MISSION LEADER**

- Respond to emergencies
- Teach youth volunteers (first aid sessions) and plan for their orientation and training
- Work independently and in teams
- Learn and adapt to new tasks and situations
- Work under pressure by prioritizing beneficiaries according to their cases
- Apply problem solving and reporting

## **SKILLS & LANGUAGES**

Computer skills – Communication skills – Teamwork  
Arabic – English – French