



# Ayat Machlab

## PERSONAL INFO

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 Beirut – LEBANON

## PROFESSIONAL SKILLS

- Organizational Skills
- Structural thinking
- Communication Skills
- Team player

## SOFT SKILLS

- Motivation
- Adaptability
- Confidentiality
- Communication (written, verbal)
- Research
- Multitasking
- Flexible Attitude

## LANGUAGES

Arabic ★★★★★

English ★★★★★

French ★★

## IT SKILLS

- Microsoft Office (Word, Excel, Power Point)
- Zoom
- Dolphin System
- Acer System
- Omega System
- Lime Tray System
- Business Letter and Report
- Writing Technique

# Human Resources Management

## EDUCATION

**Lebanese International University** **Beirut - LEBANON**  
MBA in Human Resource Management **2016**

**Lebanese International University** **Beirut - LEBANON**  
Bachelor of Science in Biomedical **2012**

## CERTIFICATION

Emotional Intelligence at Learn to Change company **2019**

Public speaking level 1 at Learn to Change company **2019**

Public speaking level 2 at Learn to Change company **2019**

Organizational Behavior – Motivation Concepts and Applications Class **2017**

## EMPLOYMENT RECORD

War Child (NGO)- Verdun-HR Assistant **APRIL2021\_ JULY 2021**

Terre Des Hommes (NGO) Part Time **AUG 2020\_ APRIL 2021**

LUPD (NGO) Volunteer-Rawshe **JAN 2020 – JAN 2021**

Jars & Co-Clemenceau-HR & Customer Service Manager **SEP 2018 – NOV 2020**

Toot Beirut Restaurant - Hamra- HR **OCT 2015– NOV 2017**

Alphabet Center - Sakiyet Janzir-HR & Administration **AUG 2014 – SEP 2015**

Allianz SNA - Hazmiyeh- Insurance Consultant **SEP2012 – MAR 2014**

## INTERSET

- Reading
- Collecting Books
- Public Speaking
- Hiking
- Swimming

### References upon needed

## WORKING EXPERIENCE

### HR Duties

- Create, manage, lead and evaluate training program
- Invent negotiation strategies and secure profitable deals
- Manage company's supply portfolio
- Coordinate and supervise the work of specialists' staff and orients new employees
- Prepare vacancy text, post them online
- Ensures that all job descriptions are updated and uploaded to I-talent
- Adds/removes candidates from I-talent
- Arranges interviews after coordination with line managers
- Assist in preparing new staff for induction plan in collaboration with HR
- Give induction about HR rules
- Prepare and give offer to new staff
- Check references of selected candidate prior to employment
- Maintain documents termination, absences, performance reports, and compensation
- Support field offices, payroll, leave and attendance
- Prepare pay slips
- Prepare NSSF, insurance and Contract for all new staff
- Prepares all staff administrative documentation (staff requests, certificates, deed of discharges)
- Resolve administrative problems
- In collaboration with the HR Coordinator, drafts letters for visas and permits of international staff and visitors

### Customer Service Duties

- Planning events by coordinating with Manager to grow the business
- Arranging promotional events
- Attract potential customers by answering product and service questions
- Resolve product and service problems by clarifying customer's complaints
- Handle customer complain and follow up with them
- Invent negotiation strategies and secure profitable deals
- Ensure adherence to all customer services standards and implement safety practices
- Prepare and present product quotations for required customer
- Prepare reports by collecting and analyzing customer information
- Maintain knowledge on policies, coverage all details and assist customers to complete all required documents
- Develop all documents for policy, contract files and provide technical support to all department procedures

## ACHEIVEMENTS

Member in Toastmasters Lebanon - Public speaking

**AUG 2019 – Present**

Book Seller on social media (Instagram & Facebook) Page: Books. Leader **2015-Present**

Private- Tutoring Students all materials (Grade 2 to Grade7)

**SEP 2012\_Present**

Psychological Support for kids -Terre Des Hommes Italy (NGO) **AUG 2020 \_APRIL2021**