


# DANA ABOU CHAKRA MADI

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## RESUME OBJECTIVE

Driven and committed human resources professional with 7+ years of experience in implementing process improvements strategies and personnel management responsibilities, maintaining employee development and compliance to company policies, liaising employees' requests, and conducting different statistical reports and HR metrics. Continuously aiming at personal and professional development.

## SKILLS SUMMARY

### Interpersonal

- ✓ Communication skills
- ✓ Problem Solving
- ✓ Critical Thinking
- ✓ Active Listening
- ✓ Detail-oriented
- ✓ Time Management
- ✓ Leadership skills
- ✓ Multi-tasking
- ✓ Adaptability
- ✓ Creativity

### Languages

- ✓ English (*Fluent*)
- ✓ French (*Fluent*)
- ✓ Arabic (*Native*)

### Computer

- ✓ Microsoft Office
- ✓ HRIS (SETS, Bamboo)
- ✓ Banking systems
- ✓ Programs: PowerBi, Python, Visio

## EDUCATION

September 2019 – September 2020

American University of Beirut (AUB), Lebanon

**Master's degree in Human Resources Management (HRM)** | Academic Achievement Award winner

September 2009 – September 2012

American University of Beirut (AUB), Lebanon

**Bachelor's degree in Public Administration, with emphasis on Public Management**

Official in September 2009

Lycée Verdun, Lebanon

**Lebanese & French Baccalaureate in Economy & Sociology (ES)**

## AWARDS

- MHRM Academic Achievement Award – Class of 2021, OSB, AUB
- Team of the Month – June 2016, Phoenixia Beirut
- Team of the Month – June 2015, Phoenixia Beirut

## WORK EXPERIENCE

November 2016 – April 2021

Société Générale de Banque au Liban (SGBL), Lebanon

### • **HR Communication & Compliance** | Oct 2020 – April 2021

- Handled Crisis Management Strategies, HR communication and announcements.
- Maintained and controlled Compliance standards and protocols (personnel and legal data), in addition to completing Key Risk Indicators data gathering.
- Launched and completed employees' support projects and acted as a liaison between high management and third parties (i.e., Insurance companies).

### • **Compensation & Benefit – Senior Payroll Specialist** | Nov2016 – Oct2020

- Revamped payroll cycle and closing procedures for 1600+ employees, and digitalized payroll data.
- Coached and developed payroll team members.
- Played a key role in the successful completion and implementation of a new Human Resources Information System through parallel run and control, errors' detection, and system performance testing.

June 2014 – October 2016

Phoenixia InterContinental Beirut – Intercontinental Hotels Group, Lebanon

### **Personnel Management - Human Resources Supervisor**

- Led the Monthly Closing Process for 1300 employees and supervised personnel administration tasks and responsibilities.
- Created and edited a "greatly appreciated" initiative: The Winning Metrics Newsletter, which included organizational goals and standards, best practices and employees' success stories.
- Created and implemented two other successful employees' engagement projects: Phoenixia OLX board, Phoenixia Discount List for colleagues

July 2012 – January 2013

International Port Management – National Port Services co.ltd, Lebanon, & KSA

### **Selection & Recruitment – Recruitment Officer**

- Performed market research and talent acquisition including screening, interviewing, and drafting offers and contracts.
- Coordinated with overseas recruitment agencies and recruitment advertisements' designing.

## CERTIFICATIONS

- Harvard E-Certificates – Hiring, Project Management, Persuading Others, Business Plan Development, Decision Making
- InterContinental Hotels Group (IHG®) – Managing Training & Development (MTD) and Craft Training Certificate (CTC)
- The Talent Lab Certificate of Participation – The Lebanese Payroll System
- SETS Training Certificate –Time Attendance (People 365 Software)
- École Supérieure des affaires (ESA) – Lebanese Financial Regulations (Arabic)

## PROJECTS & ACTIVITIES

- Consultancy project: constructed and designed a Competency Framework for a technology consulting company; portraying reliable and desired competencies, well defined by including Key Behavioral Indicators, and their respective levels.
- Training Project: developed a Training Module for a group, in an educational institution, focusing on communication, presentation, and interpersonal skills.
- Participated in environmental activities (reforestation in Lebanon), charitable associations and women's right and empowerment advocacy.