

# Aline Chayeb Fayad

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## EDUCATIONAL BACKGROUND

2006	Masters in Human Resources Management - Saint Joseph University - Huvelin - Beirut.
2004	License in Economics - Saint Joseph University - Huvelin - Beirut.
2000	Baccalaureate-Economics and Sociology - School of the Girls of Charity - Ashrafieh - Beirut.

## PROFESSIONAL EXPERIENCE

### July 2012 – Present, HR Manager – Banque de L’Habitat

- Contribute to the development of the Bank’s vision and strategy
- Develop and administer various human resources plans, policies and procedures in accordance with the Bank’s strategy
- Manage Compensation and Benefits unit including salary surveys and benchmarking, compensation programs, control over payroll (salaries and all other allowances) and reports to NSSF and MOF
- Handle Job Evaluations, maintain updated Job Descriptions and Bank’s Organizational Chart and develop Grading structures and career paths
- Handle the Performance Management system and develop accordingly the merit pool
- Manage the Recruitment function at Banque de L’Habitat from talent acquisition to employee’s retention and effective affectation
- Develop and control the implementation of training and development plans
- Handle the Employee Relations function, including employees’ counseling, planning and implementing activities that boost employees’ engagement, resolving employees’ claims and conflicts, exit interviewing...
- Establish and implement disciplinary procedures as per the Bank’s policies
- Overview the medical care policies and allowances
- Maintain accurate records and reporting to the Management and external parties such as: BDL, BCC, ABL, MOF, NSSF...
- Advise on other activities such as advertisement and marketing campaigns, bank’s website and social media presence, bank’s participation in different exhibitions and conferences, CSR activities, recycling programs...

### ***Customer Protection***

- Handle the “Customer Protection Unit” and guarantee an excellent customer experience through transparent and objective information allowing customers to make informed decisions and ensure they are not subject to unfair or deceptive practices.
- Ensure fair and equitable treatment of Customers during Sales Practices through close follow-up, training and development and through handling the customers’ complaints.
- Ensure all statistical reports related to the Customer Protection are delivered on time to the Management and to BDL “Banque du Liban”.

## **March 2010 - Management Development Specialist - Corporate HR Department - Averda**

### **Management Development**

- Develop Averda talents and leaders through managing Averda Academy programs and activities
- Supervise the Performance Management System at Averda
- Contribute to the organization of worldwide Assessment Centers organized to recruit Top Talents for Averda
- Manage averda Assessment Centers in Lebanon and Paris
- Develop annual training plans and, develop training programs and organize training and development events
- Manage Training and Development budgeting exercise

### **Employee Relations**

- Manage Employee Engagement through conducting EE surveys and developing the Employee Engagement yearly plan
- Conduct effective investigations and provide consultation and support of issue resolution for Averda employees
- Prepare thorough and timely documentation of all investigations
- Conduct exit Interviews with voluntarily terminating employees, analyze trends and recommend solutions.
- Conduct site visits and organize special events which will contribute in spreading a positive climate across Averda

### **Internal Communication**

- Deliver regular communication for all staff through a range of channels, ensuring ease of access to communication, clarity and consistency of messages
- Create “HR Insights”, averda e-newsletter that aims at spreading the vision of the company while improving employees’ involvement and contribution to the work environment.
- Manage averda monthly Team Briefings which include business reviews and updates from all averda companies.

## **October 2008-2010 University Instructor - USJ - Introduction to Human Resources Management**

University Instructor - USJ - Job Analysis - Masters in HR

## **July 2005 - March 2010 Learning and Development Senior Coordinator - Organizational Effectiveness and Development - HR Department – TOUCH**

As Learning and Development Senior Coordinator, I was responsible of the successful implementation and coordination of all the training and developmental activities held at MTC TOUCH through effectively managing the Learning and Development Strategy, the Development budget, the training need analysis, the Individual Development Plans and all other learning activities / projects that aim at boosting the learning culture among employees.

## **September 2004 - July 2005 HR Assistant Manager - Sagesse High School**

French teacher - Grade 11 - Sagesse High School

Math and Science teacher - Foreign students - Sagesse High School

## **PROFESSIONAL TRAININGS**

April 2019 – Employee Engagement – MEIRC

October 2017 - Building a corporate culture of excellence - Bayt.com

March 2017 - Lebanon HR Summit - Careers

March 2017 - Mega Selling - Starmanship

December 2016 - The Annual HR Forum - World Union of Arab Bankers

December 2016- Leadership skills training – ABL (Association of Banks in Lebanon)

October 2016 - Emotional Intelligence: Becoming Better Leaders through Improved Lifestyles - Meirc

October 2016 - Succession Planning - ABL

October 2016 - Best Practices in Appraising - ABL

June 2016 - Financial Integrity & People Governance - HR Works

April 2016 - Employees' Earnings – NSSF Contributions & Income Taxation - Muhanna

January 2016 - Consumer Protection in banking & Financial Services - Finance Risk Institute

November 2015 - Advanced Interviewing Skills - MEIRC

August 2015 - The 4th annual HR Forum - W.U.A.B

June 2015 - Lebanon HR Summit - Careers

May 2015 - Sustainable Development and Green Economy – BDL (Banque du Liban)

March 2015 - Successful Selling Strategies - Starmanship

March 2015 - Real People Management - TRACE

November 2014 - Secrets of Communication - TRACE  
September 2014 - New trends in Talent and Training Management - W.U.A.B  
May 2014 - Conflict Management - LCRN  
March 2014 - Customer Service for Managers - Starmanship  
January 2014 - Human Resources Management and Development – W.U.A.B  
November 2013 - Successful Service Strategies - Starmanship  
June 2013 - The new YOU - Amaken  
May 2013 - All you need to know about NSSF – Muhanna & Co  
April 2011 - Measuring, Managing and Maintaining Employee Engagement – CIPD  
February 2011 - Disciplinary Procedure - Averda  
February 2011 - Team Briefing - Averda  
October 2010 - Selection Skills - Averda  
October 2010 - Performance Management - Averda  
June 2010 - CPP Certification - Cognitive Process Profile - Cognadev - South Africa  
August 2009 - Coaching and Counseling for Peak Performance - MEIRC  
July 2009 - The Zain way to Market - Zain  
September 2008 - How to measure HR KPIs - MEIRC  
August 2008 - Relationship and Conflict Management - LCRN  
June 2008 - How to have fun at work? - Milestones  
October 2007 - SERVE Leadership Seminar - Lead International  
October 2007 - Winning the War for Talent - Lesley Harvey  
June 2007 - Training Management - IIR Middle East - Dubai  
May 2007 - Team Building - Innovative Group  
May 2007 - Communication MasterClass - Hill & Knowlton  
November 2006 - Modern Telecoms Explained - Telecoms Academy  
June 2006 - Business Skills Using Excel - New Horizons  
July 2006 - Creative Problem Solving - CSP  
May 2006 - Testing, Training and Developing Your People - ICTN  
May 2006 - Smart reporting - Minds Master  
March 2006 - Creative Presentation Skills - Leading Minds

## **LANGUAGES**

Fluent in Arabic, English and French

## **COMPUTER SKILLS**

MS Excel- MS Word- MS Power Point- MS Visio- MS Project - HRIS