

# DANNY NAOUS

## Contact

**Citizenship:** Lebanese

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## Skills & Expertise

### Soft Skills:

- Communication
- Organization
- Multitasking
- Problem Solving
- Leadership & Management
- Negotiation
- Teamwork
- Onboarding & Training
- Operations
- Recruitment

### Software Skills:

- Microsoft Office
- Amplitude
- Zendesk Software
- Google Workspace

## Volunteer Work

**Event Management Volunteer –**  
2016 to 2019

**Doner Sang Compter (DSC) –**  
Beirut, Lebanon

## Languages

**Arabic:** Native

**English:** Fluent

**French:** Fluent

## Summary

A creative and ambitious Management graduate with experience in operations management and customer service. Possess strong communication and teamwork skills with leadership ability. Currently seeking to secure a position in the HR and business operations fields where I can apply my knowledge and expand my experience and be an added value to the corporate world.

## Education

**Bachelor's degree in Business Administration and Management – 2018**  
**Saint Joseph's University (USJ) – Beirut, Lebanon**

**High School Diplome in Économie Sociale – 2014**  
**Lycée Franco-Libanais Verdun – Beirut, Lebanon**

## Experience

**Human Resource and Operations Supervisor – 01/2020 to 01/2022**

**Addchat – Social App Startup - Remote**

- Provide inspired leadership and assign app moderators' schedule.
- Develop, implement, and review important operational policies and procedures.
- Write employment contract and setting up a payroll system.
- Conduct talent search, interview candidates, and organize onboarding training for new joiners.
- Help promote a company culture that encourages top employee performance.
- Build budgeting, reporting and auditing plans.
- Ensure all legal and regulatory documents are filed and monitor compliance with laws and regulations.
- Identify and address problems and opportunities for the company.

**Senior Front Office and Customer Service Assistant – 09/2018 to 08/2019**

**Fitness Zone Health Club – Beirut, Lebanon**

- Supervised the day-to-day operations of the center.
- Responded to customer service issues in a timely manner.
- Implemented an effective customer loyalty program with a high number of memberships.
- Greeted visitors and delivered outstanding service to our customers.
- Answered phone calls and responded to all client inquiries.
- Supervised and mentored staff to ensure maximum productivity.

**Intern – Summer of 2016 (3 months)**

**Bank Audi – Beirut, Lebanon**

- Shadowed members of the Accounting and Finance department as they perform their duties.
- Assisted with research, filing, data entry, and recording and maintaining accurate and complete financial records.

**Salesman and Assistant Manager – 07/2015 to 05/2016**

**Aldo – Beirut, Lebanon**

- Greeted customers and answered customers' questions.
- Located items for customers and monitored inventory.
- Worked closely with the store manager to lead staff.
- Maintained stores to standards, including stocking and cleaning.