

# Maha Makkeh

## **Personal Information:**

Nationality: Lebanese

Gender: Female

Marital Status: Single

Date of Birth: 03/03/1988

Place of Birth: Habbouch, Nabatieh

Mobile Number: 70/919428

Current Address: Beirut

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## **Education:**

1991-2006: National Evangelical School in Nabatieh

2006-2009: Lebanese University, Faculty of Business and Economics, Nabatieh Branch (Bachelor Degree in Business Management)

2006-2009: Lebanese University, Faculty of Literature and Humanity Sciences, Saida Branch (3rd year English Literature)

2014- Present: Transferred my file from LAU to Sagesse University to continue My Masters in Human Resources.

## **Work Experience:**

### **July 2015 - October 2020: Premises Maintenance Supervisor at ICRC (Administration and Operation)**

#### **- Administration:**

- Handling premises Invoices (Common expenses, generator, suppliers, maintenance invoices, water bills, daily workers) from issuing them to the follow up on the payments with the finance department and handling supplier's/concierges
- Filing of all invoices and documents related to premises and creating files for newly opened apartments or conducted projects and preparing the needed sheets.
- Delegates File's Management (Opening files for new accommodates at the premises and terminating files of those who ended their mission)

- Handling delegation Inventories (Offices Furniture, Keys, Premises Store, consumables, shelter, offices passive security)
- Helping premises manager with the requested projects
- Preparing Requisition orders for premises and maintenance item needs, following up with the logistics departments and checking items upon receiving them.
- Updating all related sheets on ICRC Team Space Systems
- Drafting housekeeping trainings, premises briefing and conducting them
- **Operation:**
- Handling offices moves, set up re-organizations and opening whenever needed
- Handling all requests related to the meeting room and roof setup and coffee break
- Supervising cleaning ladies at the delegation
- Supervising maintenance of general premises assets (elevator, photocopy machines, and water dispensers)
- Responsible for the organization of the basements at the delegation and following up on its cleanliness
- Handling delegation requests and allocating them to concerned maintenance/Housekeeping team
- Helping delegates requests related to internet and TV cable installation, renewal & upgrade
- Sustainable development follows up in the delegation (Recycling)

### **January 2014-15 September 2014: HR Executive at Achour Holding S.A.L**

- Handling and issuing the Payroll of two hotels (Lancaster Hotel & Lancaster Plaza that are subsidiaries of Achour Holding S.A.L).
- Assisting the HR manager in the plans and projects required from the HR department.
- Preparing Job Agreements, employment records, and job offers for the candidates.
- Preparing for job fairs and attending them.
- Handling the Health Cards Process for the Restaurants and the Food & Beverages department of the hotels.
- Preparing warnings for the employees regarding their unsatisfactory performances in the hotels.
- General follow up on pending issues.
- Preparing personal action forms for new, promoted, transferred or any other change that occurs to the employees.
- NSSF and Insurance registrations and settlements.
- Keeping track of the employees' attendance (Time Management System).
- Helping the coordinator keeping track of the Annual Leaves, Recuperations, Sick Leaves, etc...of the employees except for the Lancaster Plaza where I was handling them from A to Z.
- Helping the coordinator in keeping track of the paper work in the Human Resources department.
- Helping the coordinator in preparing Memos, Certificates (work, salary, embassy letters, etc..), Recommendation letters, congratulations and thank you letters.
- Coordinating between the employees and the HR manager.
- Handling All issues related to the hotels (Lancaster Plaza and Hotel)
- Assisting the HR Coordinator and the HR Representative in the hotel in all issue that I used to perform at Le Bristol Hotel.
- Helping colleagues with all issues related to Chip Time Management System (Schedules, Reports, Entering New Employees to the system, correcting and solving problems that they may face with the system)

### **October 2011-December 2013: HR Coordinator at Le Bristol Hotel (Supervisory Level)**

- Enrolled with the preparation of the policies and procedures for the re-opening of the hotel.
- Assisting the HR manager in the plans and projects required from the HR department.
- Assisting the HR manager in setting Role profiles for each position and the standard operation procedures of each department as the hotel is undergoing renovation.
- Assisting the HR manager in the performance appraisal preparation and scoring.
- Preparing for job fairs and attending them.
- Posting Job Vacancies and Handling Le Bristol Linked In account.
- Helping and preparing for the Team Building activities.
- Conducting Exit Interview with the terminated or resigned team members.
- Selecting CVs for the recruitment process, setting appointments, coordinating the interviews and keeping track on the process with the head of departments.
- Preparing for the interview questions.
- Keeping track of the Health Cards due date of renewal and preparing for their renewal.
- Conducting a daily tour to check that all the standards of the hotel are applied by the employees.
- Preparing warnings for the employees regarding their unsatisfactory performances in the hotel.
- Conducting an orientation and a tour of the house for the new employees.
- General follow up on pending issues.
- Entering Database of all applications and CVs and maintaining a proper filing for them.
- Preparing personal action forms for new, promoted, transferred or any other change that occurs to the employees.
- Preparing advances of the employees when requested.
- Opening files for the new employees and maintaining a proper update of the old employees' files.
- NSSF and Insurance registrations and settlements.
- Keeping track of the employees' attendance.
- Keeping track of the Annual Leaves, Recuperations, Sick Leaves, etc..of the employees.
- Maintaining a proper filing for all the leaves.
- Keeping track of the paper work in the HR department.
- General Filing.
- Entering and keeping track of the employees' database.
- Finalizing Payroll amendments.
- Preparing New Contracts, Memos, Certificates (work, salary, embassy letters, etc..), Recommendation letters, congratulations and thank you letters.
- Issuing weekly motivational thoughts for the employees.
- Preparing for the employee of the month, the annual staff party and other activities.
- Preparing the Birthday sheet every month and issuing birthday cards for the employees.
- Coordinating between the employees and the HR manager.

### **March-September 2011: Sales Coordinator in Coral Suites Al Hamra Hotel**

- Preparing sales offers for travel agencies, corporate, and individuals.
- Following up on sales offers with the guests.
- Contacting the travel agencies and grabbing their business to the hotel.
- Entering sales database on the system.
- Entering inquiry, tentative and confirmed offers on the opera system.
- Conducting a Tour of the House for the agencies, guests and corporate companies.
- Maintaining a proper track for the offers starting from the issuing phase till the settling of the payment.

- Sending mass emails to the corporate and travel agencies.
- Searching for and contacting new companies and introducing the hotel.
- Making Joint sales calls with the sales manager to get to know how the sales deals are done in the real market.
- Coordinating between the sales and the finance department.

### **April 2010-February 2011: HR Coordinator at Coral Suites Al Hamra Hotel**

- Entering Database of all application and CVs
- Opening files for the new employees and maintaining a proper update of the old employees' files.
- NSSF and Insurance registrations and settlements.
- Keeping track of the employees' attendance.
- Keeping track of the Annual Leaves, Recuperations, Sick Leaves, etc..of the employees.
- Maintaining a proper filing for all leaves.
- General Filing
- Entering and keeping track of the employees' database.
- Finalizing Payroll amendments
- Preparing New Contracts, Memos, Certificates, Recommendation letters.
- Issuing motivational thoughts for employees.
- Preparing for the employee of the month.
- Coordinating between the employees and the HR manager.

### **Computer Skills:**

Microsoft Office: Word, Excel, PowerPoint, Outlook, publisher, and Access (Expert)

Adobe and Opera System (Intermediate)

### **Languages:**

**Arabic:**mother tongue

**English:**Fluent Read, Written and spoken

**French:** limited knowledge

### **References:**

Mrs. Caline El Khoury: 03-326294

Mr. Charbel Daher:76-605661