

ROLA HAIDAR AHMAD

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EXPERIENCE

JUNE 2022 – AUGUST 2022 (INTERNSHIP)

HUMAN RESOURCES INTERN , MAKHZOUMI FOUNDATION

- Prepared employee related documents
- Assisted in recruitment process by maintaining the database , screening cvs, scheduling interviews, performing reference checks ,and issuing employment contracts ,NSSF
- Maintained and updated human resources documents such as organizational chart and performance evaluation forms.
- Sourced potential candidates through online channels
- Designed job descriptions and interviews questions that reflect each position
- Followed up employees' attendance

JUNE 2018 – JUNE 2019

CUSTOMER SERVICE AGENT, LEBANESE TRAVEL AND TOURISM

- Managed inbound customer communication , by answering incoming calls and emails to address customer questions
- Consulted on customer success , by advising customers on how to successfully leverage the product /service based on their unique needs .
- Ensured the satisfaction of customers by resolving their complaints quickly and effectively
- Responsible for accurately inputting data into the company's system

EDUCATION

2020-PRESENT

BACHELOR OF BUSINESS ADMINISTRATION – HUMAN RESOURCE

MANAGEMENT, UNIVERSITÉ ANTONINE ,BAABDA- LEBANON

SKILLS

- Excellent knowledge of HR policies and procedures
- Strong communication and interpersonal skills
- Ability to handle conflict resolution and provide effective solutions
- Proficient in MS office Suite including Word ,PowerPoint , Excel
- Proven ability to work effectively in a team environment and independently

LANGUAGES

- Arabic - Native
- English - Fluent

CERTIFACTES

- Certificate of completing C programming –Coding with C syntax – Alison
- Certificate of completing course working in high risk environment – ready nonprofit.org
- Certificate of recognition – Microsoft educator center
- Certificate of completing the university elective course **work ready now** , delivered by Université Antonine under the auspices of the Higher Education Capacity Development Program funded by USAID