

**AYA H. MURAD**

+961 70 90 99 87 – [ayamuradleb@gmail.com](mailto:ayamuradleb@gmail.com) – Beirut, Lebanon

**EDUCATION**

Sep 2004 – Jun 2015 **The International School of Choueifat (SABIS)**

Lebanese Baccalaureate – Sociology and Economics

Sep 2015 - Dec 2018 **The American University of Beirut (AUB)**

Bachelor of Arts in Public Administration – Management

Sep 2020 – Dec 2020 **The American University of Beirut (AUB)**

Teaching Diploma

**EXPERIENCE**

Sep 2021 – Current

**WHISH MONEY – TALACO**

*Customer Care Representative*

- . Aided Customers and help them with complaints and inquiries
- . Responded promptly to customer inquiries
- . Processed returns and finished admin work related to buying, refunding and reselling Items
- . Supported sales team in completing their projects and getting companies to work with Whish money

Jan 2021 – Current

**Academic Support Home Teacher**

- . Planned lessons for allotted time to strengthen weak subjects and build skills
- . Collaborated with students to complete homework assignments, identify lagging skills, correct weaknesses and improve academic standing.
- . Prepare objectives and outlines for courses of study, following curriculum guidelines

Jan 2021 – Mar 2021

**SugarN'Spice Sisters, Beirut**

*Operations Manager*

- . Optimized internal policies to maintain efficiency and responsiveness to demands
- . Provided excellent customer care to maintain and improve customer relations, strengthen loyalty and increase product and service sales
- . Monitored customer feedback to devise business strategies and determine process Improvements for better customer experiences

Aug 2019 – Mar 2020

**KarlStorz Endoskope**

*Data Governor and HR Trainee*

- . Verified accuracy and validity of data entered in databases
- . Wrote user manuals on CRM, K2applications and new company forms
- . Worked with the HR director on a "Presentation Skills Training" project, soft skills training , performance management & job descriptions updated staff files

Apr 2019 – May 2019	<b>IntegratedPharmaSolutions – Genomix</b> <i>Intern</i> <ul style="list-style-type: none"> <li>. Job shadowed interviewers during their selection of new candidates</li> <li>. Helped recruiters in their data gathering and analysis prior to candidate selections</li> </ul>
Jan 2018 – Feb 2018	<b>Lebanon 24, Beirut</b> <i>Intern</i> <ul style="list-style-type: none"> <li>. Investigated celebrity news across several platforms</li> <li>. Translated the articles to Arabic and published them on the website</li> <li>. Organized article findings and centralized them</li> </ul>
Jan 2016 – May 2016	<b>The American University of Beirut, Beirut</b> <i>Office Assistant at the Continuing Education Center</i> <ul style="list-style-type: none"> <li>. Helped CEC students register courses</li> <li>. Helped CEC teachers with paper work</li> </ul>

### **Projects**

- . Human Resources and Attention Deficit and Hyperactivity Disorder (ADHD) employees
- . Leadership and Employee Empowerment in Companies
- . Difference in HR between private and public organizations
- . Nationless Induction – Syrian Refugees and the European Union

### **Activities**

#### **The Student Life Organization – Volunteer**

- . Participated in events such as uniform sales, visiting orphanages on holidays and building school bulletin Boards

#### **AUB Youth Club – PR, PRESIDENT AND CABINET MEMBER**

- . Organized club dinners, iftars, hiking events etc...
- . Helped club cabinet members with logistics and setting a yearly plan

#### **Student Orientation Guide – AUB**

- . Volunteered to be a student guide for new coming students
- . Facilitated new students' registration and enrollment by guiding them through the process

### **Languages**

**Arabic** – Native

**English** – Fluent

**French** - Basic