



# Nour Mahfouz

## Senior Human Resources Specialist

Senior HR professional with 8+ years of experience in developing & implementing strategies, interviewing, hiring, controlling & calculating payroll data as well as all HR related issues.

Well-equipped in several software's such as Microsoft Dynamics GP, Navision and Vanilla.

✉ nouramm@hotmai.com

☎ + 961-70-605-269

📍 Debbieh, Lebanon **in** <https://www.linkedin.com/in/nour-mahfouz-809a3b94/>

## WORK EXPERIENCE

### Senior Human Resources Specialist

SADCO- Sami Dandan & Co.

1/12/2021-Still

- Serve as a link between SADCO directors and employees by handling questions, interpreting administering contracts and helping resolve work-related problems.
- Provide current and prospective employees with information about policies, job duties, working conditions, salaries, and opportunities for promotion and employee benefits.
- Accountable for the quality and delivery of HR products and system extracted reports by optimizing resources.
- Manage personnel records, & data on available information systems (vacations, absences, employee records etc...)
- Manage monthly and yearly functions. (Recruitment, payroll data, attendance declarations etc...)
- Responsible for making sure joiners and leavers' procedure is done timely and complete.
- Audit work assigned to subordinates (attestations, legal reports, payroll...)
- Prepare staff NSSF, MOL & MOF declarations. (quarterly & monthly)
- Submit legal declarations on time in coordination with PRO.
- Handle recruitment process from job ads, conducting interviews as per job requirements till hiring and Onboarding.
- Conduct exit interviews
- Administer compensation, benefits and performance management systems
- Manage performance appraisal and implementation of KPI's.
- Complete assignments assigned by Directors.

### Senior Human Resources Officer

Al Rifai Roastery

05/2014 – 14/7/2021

- Works closely with departments and assists line managers to understand and implement policies and procedures.
- Post employees' records in payroll system and prepare the monthly payroll including compensation and benefits.
- Recruitment process from job adverts, shortlisting, interviewing, to selecting candidates.
- Maintains employee records (legal & official papers)
- Manage attendance records in addition for sick and annual leaves.
- Provides advice & recommendations on disciplinary actions and organizes staff orientation.
- Issue memos in coordination with HRM to insure employee compliance.
- Keeps records up to date on System(Salary/Work Certificate, Warnings and notifications)
- Responsible for adding new employees to the hand punch machines, and transfer to the monthly payroll.
- Organizes and controls all staff uniform (Stock) by direct receiving from the supplier in addition to the individual staff delivery.

### Administrative Assistant

Akar Trading & Public Services

11/2013 – 04/2014

- Managed schedules to ensure effective time management, and prioritized appointments.
- Prepare business letters and reports.
- Handled clearance procedures, book drive, and annual renewal of residence, temporary residence, and insurance.
- Ticket and visa issuance.
- Prepare invoices and bills reports.
- Perform other administrative tasks as required.

## EDUCATION

### Bachelor degree -Finance and Banking

Faculty of Economics and Business Administration

Lebanese University

2010-2012

## TECHNICAL SKILLS & CORE COMPETENCIES

Microsoft Dynamics GP

Microsoft Navision

Time Management

Critical Decision Making

Organization & Commitment

Communication

MS Office

## CERTIFICATES

**Retail Banking Internship:** Blom Bank (7 Months)

**Corporate Wellness Training:** Live Well Be Happy

**Wyder Coaches:** Ping Pong Customer Care Coaching

Program

### Formatech Trainings:

- Competency Based Recruitment & Interviewing Skills.
- Career Development and Succession Planning

## LANGUAGES

**Arabic** – Native or Bilingual Proficiency

**English** – Full Professional Proficiency

**French** – Intermediate Proficiency

## REFERENCES

**Mr. Houssam Mehdi:** HR Manager, Al Rifai

Tel: 01-702220 - Mobile: 03-106870

**Mr. Ali Akar:** General Manager, Akar Trading & Public Services

Tel: 01-818966 - Mobile: 03-218966