

MONICA YOUNES

- **Nationality** Lebanese
- **D.O.B** 22-Jun-1996
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Summary

Highly dedicated & motivated Team Worker with extensive and huge experience in **Management, Administration, Teaching, Accounting & Customer Service** since 2016; Offering comprehensive experience across multiple/varied industries. Analytical thinker with a big-picture mentality & organized nature.

Education

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|------------------|----------------------------------|---|---------|
| ▪ 2022 - Present | Course in Cyber Security | <u>WORKFORCE BY NUCLEUS VENTURES & WOZ GLOBAL</u> | Lebanon |
| ▪ 2020 - Present | Bachelor of Law | <u>LEBANESE UNIVERSITY</u> | Lebanon |
| ▪ 2014 - 2017 | Bs/ Applied Bus. Computer | <u>UNIVERSITY INSTITUTE OF TECHNOLOGY (UIT)</u> | Lebanon |

Core Competencies & Skills

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| ▪ Excellent written & Verbal communication skills | ▪ Programming Languages: C , C#. |
| ▪ Proficient in MS office & Computer skills | ▪ Web development: PHP , JavaScript, HTML, CSS. |
| ▪ Conflict Management & Problem-Solving skills | ▪ Database: SQL Server , Oracle, ACCESS, MySQL. |
| ▪ Follow-up / Multitasking's & Reporting skills | ▪ Modeling: UML , Mersise. |
| ▪ Management information systems (MIS) | ▪ Project Management: MS Project. |
| ▪ Advanced Administration Skills | ▪ Operating System: Windows. |

Languages

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| ▪ Arabic | Native |
| ▪ English | Full professional proficiency |
| ▪ French | Full professional proficiency |

Volunteering Experience

- 2020 - 2021
Volunteer as **Development Community Council Member**
UNDP (NAHNOO)
A peacebuilding program that aims to reduce tension and to develop a development strategy for Maghdoushe region (South Lebanon)
- 2014 - 2016
Volunteer as **Activity Coordinator**
MIDADE
A group that implements activities for children's Maghdoushe region (South Lebanon)

Employment

- 09/2020 - 02/2022 **Admin Executive** EL-ZEIN LAW OFFICE Lebanon
 - Answer general phone inquiries and transfer the clients to the specific lawyer.
 - Sort incoming emails, prepare and send outgoing emails.
 - Provide administrative support such as typing legal documents, printing, filing, scanning, and archiving legal documents.
 - Provide logistical support such as handling the payments of office operational fees and purchase office needs like stationery and refreshments.
 - Update the calendar periodically, schedule appointments for the clients, remind lawyers of the court sessions schedule.

 - 09/2019 - 11/2019 **Branch Coordinator** SILKOR Lebanon
 - Fill, update client file and enter data on the system.
 - Book appointments /reschedule/cancels.
 - Sell Packages, Products, Offers, Gift Cards.
 - Check emails and handle online Requests.
 - Send "Daily Report Papers". Collect Feedback & Update Calendar.
 - Follow up and confirm upcoming appointments. Close payments on a daily basis.
 - Handle Customer Complains and conduct consultation when needed.
 - Coordinate with the specialists, doctors and the manager.
 - Maintain Center security by controlling access to rooms and following safety procedures.
 - Fill check lists for quality control.

 - 11/2018 - 01/2019 **Admin Assistant** SMS CENTER SAIDA Lebanon
 - Greets the patients and visitors and try to understand their needs to transfer them to the specific doctor.
 - Answer general phone inquiries and Schedule appointments for the patients.
 - Create and manage files for the patients and register data on the computer system.
 - Handle customer complaints and ensure that the reception area and the rooms are kept tidy and projects a professional image.
 - Fill National Social Security papers and prepare legal documents to the insurance companies.

 - 06/2017 - 01/2018 **Teacher (Italian NGO)** AVSI FOUNDATION Lebanon
 - Planning, preparing and delivering lessons to all students in the class.
 - Teaching according to the educational needs, abilities and achievement of the individual students and groups of students.
 - Preparing files for students; Maintaining good order and discipline amongst students under one's care and safeguarding their health and safety at all times.
 - Reporting on the status of each student.
 - Preparing recreational activities.
 - Organizing parents meeting to follow up on the student's educational level and behavior.
 - Coordinating with the specialists in the center regarding the status of the student.

 - 03/2017 - 04/2017 **Internship** FRANSABANK Lebanon
 - 06/2016 - 07/2016 **Internship** HNEINE AUDITING FIRM Lebanon
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