

Lama Youssef

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Address: Majdel Anjar, Bekaa, Lebanon

CAREER OBJECTIVE

Seeking a distinctive career opportunity which enables me to relate theory of study into practice and acquire progressive knowledge and experience in the field of livelihoods and humanitarian aid.

EDUCATIONAL BACKGROUND

Lebanese International University - Beqaa, Lebanon 2011 - 2014
Bachelor's Degree in Banking and Finance

Lebanese Official High School- Beqaa, Lebanon 2011 - 2012
Lebanese Bacc II (Life Science)

PRACTICAL EXPERIENCE

Nabad for development

November 2021- Ongoing

Livelihood counselor

Main Duties:

- Create focus group discussions for vulnerable people including refugees and hosting communities
- Assist participants to reflect on their aspirations, interests and competencies to match these with available career opportunities
- Conduct project reporting, monitoring and data collection

The Norwegian Refugee Council – Bekaa

July 2021- November 2021

Daily worker

Main Duties:

- Develop and implement outreach plans that involves community awareness campaigns on child labor, early child marriage, and domestic violence.
- Conduct door to door outreach visits in daily basis to identify and engage target community.
- Serve as a liaison to community partners and disseminate clear information about the project services directly to host communities and refugees.

Philippe Morris International- Beirut

June 2019-March 2021

IQOS Expert

Main duties:

- Actively communicate relevant product features to consumer networks by understanding their needs.
- Proactively seek new opportunities to build sustainable networks leading to sales.
- Design and execute customer experience campaigns aiming to enhance the customer perception.

The Norwegian Refugee Council- Bekaa

July 2018- May 2019

Volunteer

Main duties:

- Assisting displaced people living with host communities in several projects including livelihood and legal counseling.
- Managing and disseminating information.
- Assessments and data collection.

Lebanese Transparency Association – Bekaa*April 2018 – May 2019*

Anti-Corruption Controller

Main Duties:

- Conduct trainings and awareness sessions on Election laws.
- Assessments and data collection.
- Conduct the collection of quantitative and qualitative data following the Charter of LTA to ensure the accurate and timely submission of the gathered data.

Bank Med – Chtaura Branch*July 2017- March 2018*

Teller

Main Duties:

- Provides account services to customers by receiving deposits and loan payments; cash checks; issuing savings withdrawals; selling cashier's checks; traveler's checks and series of bonds; answering questions in person or on telephone; referring to other bank services.
- Records transactions by logging cashier's checks; traveler's checks; and other special services preparing currency transaction reports.
- Complete special requests by closing accounts; taking orders for checks; exchange foreign currencies; providing special statements, copies, and referrals; completing safe-deposit box procedures.

Charisma Ceramic Company*May 2014 –April 2015*

Sales Representative

Main Duties:

- Establish, develop and maintain business relationships with current customers and prospective customers in the assigned territory/market segment to generate new business for the organization's products/services.
- Research sources for developing prospective customers and for information to determine their potential.
- Develop clear and effective written proposals/quotations for current and prospective customers.
- Expedite the resolution of customer problems and complaints.

M/S HAMMOUD ESTABLISHMENT FOR TRADING & CONTRACTING – HETC

January 2011- May 2013

Human Resources Executive

Main Duties:

- Preparing and arranging the payments of Staff through Banks & by cash.
- Preparing full and final settlement payments for leavers in line with company policy and the Law with 100% error free.
- Working closely with HR Generalists to ensure employee hires, changes and terminations are completed as per the payroll calendar.
- Ensure the data within the system is accurate at all times by validating the information since the payroll should be 100% error free and should be run in line with the overall company regulations and requirements.

M/S HAMMOUD ESTABLISHMENT FOR TRADING & CONTRACTING – HETC*Jan 2010 – Dec 2010*

Filing Secretary

Main Duties:

- Filing, archiving, photocopying, scanning and faxing documents.
- Creating invoices, filing receipts and dealing with all financial documentation.
- Handling confidential information in line with the firms' data security protocols.
- Superb organizational and time management skills.

TRAINING AND CREDENTIALS

Trainee – Bank of Beirut and Arab Countries

ACTIVITIES & SKILLS

Languages:

Fluent in written and spoken English and Arabic

Computer Skills:

- Microsoft (Word, Excel, PowerPoint)
- Advanced Excel
- Time and attendance software

REFERENCES:

Available upon request