



Lina Merhi

Administrative Assistant

My Contact

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Hard Skill

- Communication skills
- Active listening
- Problem-solving skills
- Attention to details
- Time management
- Customer service

Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking

Education Background

Bachelor of Business

Administration in Economics

Lebanese International UNIVERSITY
2018-2022

ACCOUNTING CERTIFICATE

BOOKKEEPERS-Accounting Training Academy
Completed in 2022

- Sales Invoices SI.
- Payment Vouchers PV.
- Receipt Vouchers RV.
- All kinds of Journal Vouchers.
- Accruals and Prepaid Expenses.
- Income statement.
- Balance sheet.
- Depreciation & Amortization.
- Notes Payables & Notes Receivables.
- Reconciliation | Interest.

About Me

Dedicated business Administration in Economics graduate with an emphasis in accounting and customer service. Seeking and maintaining a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

WORK EXPERIENCE

Reserach Analyst I **IshyZaki UAE - Remotely**

2/2023- present

- Conducting research on food and vending machine suppliers, and compiling relevant data and information.
- Reaching out to potential suppliers and establishing new relationships.
- Maintaining regular communication with existing suppliers and following up on any inquiries or issues.
- Managing and organizing supplier contracts, agreements, and related documentation.
- Creating and maintaining detailed records of supplier information and transaction history in Excel sheets.
- Assisting with the development of sourcing strategies to optimize the selection, quality, and cost of products and services.
- Analyzing supplier performance and providing recommendations for improvements.
- Collaborating with different suppliers to ensure the timely and efficient delivery of goods and services.

Operator I **Smart Source - UNHCR**

10/2022- 2/2023

- Assisting the refugee's inquiries and concerns regarding services of UNHCR, as well as resolving and escalating complaints, ensuring that their needs are addressed timely and accurately.
- Refer cases to protection colleagues for assistance, as needed.
- Make outbound calls to refugees as needed to schedule appointments, collect information, participate in emerging exercises.
- update biodata.

Administrative Assistant | **THE CONCEPT**

2022

- Answer and direct phone calls
- Organize and schedule appointments.
- Plan meetings and take detailed minutes.
- Write and distribute emails, correspondence memos, letters, faxes, and forms.
- Assist the operation department.
- Develop and maintain a filing system.
- Order office supplies
- Maintain contact lists.
- Submit and reconcile expense reports.
- Provide general support to visitors.
- Act as the point of contact for internal and external clients Liaise with executive and senior administrative assistants to handle requests and queries from senior managers.
- Assist with Photocopy and printing.
- Manage staff appointments.
- Oversee and supervise the work of junior staff.
- Maintain up-to-date employee holiday records.
- Coordinate repairs to office equipment.
- Greet and assist visitors to the office.
- Cover the reception desk when required.
- Maintain computer and manual filing systems.
- Handle sensitive information in a confidential manner.

Guest Relations | **ADDMIND COMPANY**

A leading food and beverage management and concept creation company in the Middle East

2018-2019

- Greeting guests.
- Confirming reservations.
- Providing accurate wait time
- Escorting customers to the dining Tables.
- Review arrival lists to welcome guests
- Attend to special guests (e.g. VIPs).
- Address customer complaints and escalate to the manager.

sales associate | **PATE A CHOUX**

2017-2018

- Take orders.
- Provide support in person and via telephone or internet.
- meet with customers to determine their specific needs and wants.
- making suggestions as appropriate.

LANGUAGES

ENGLISH

FULL PROFESSIONAL
PROFICIENCY

ARABIC

FULL PROFESSIONAL
PROFICIENCY

INTERNSHIP

COMPLETED THE TRAINING PROGRAM

BANQUE DU LIBAN

7/2022-8/2022