



MARILYN CHALHOUB

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OBJECTIVE

To work for an innovative and progressive organization where I can build on my knowledge & where I can establish and maintain positive customer & employee relationships seeking a career with a diverse culture, in which I can apply my skills, that offers competitive pay and career advancement within a cooperative environment that focuses on mutual success.

QUALIFICATIONS

- Exceptional customer service and respected professional among coworkers.
- Enthusiastic team player with the goal of completing work efficiently and unsupervised.
- Comprehensive knowledge of Human Resources and administrative functions in an office setting.
- Experienced in Omega System, Product Promotions and Currency Exchange.
- Supervising and supporting staff members.
- Certified in Microsoft Office Microsoft Excel, Microsoft Word, PowerPoint, and Outlook.
- Fluency in English, Arabic, and French (all spoken and written).

WORK EXPERIENCE

August 2022- February 2022

Manager at Backyard Hazmieh

- Supervise and maintain schedules for all staff.
- Maintain and oversee the entire inventory control.
- Work with diverse personalities both on the staff and patrons.
- Managing the business aspects and maintaining a fun, safe atmosphere for patrons.

- Creating effective schedules and quickly resolving conflicts to ensure that the bar is well-staffed during peak hours.

June 2021 - July 2022

Operator at JunkBox

- Provide customers with knowledgeable customer service pertaining to food and beverages.
- Implement exceptional customer service in order to answer any questions or concerns expressed by the customer before any product installation.
- Maintained high standards of customer service during high-volume, fast-paced operations.
- Followed food safety procedures according to company policies and health and sanitation regulations.

May 2020 – October 2021 (Beirut – Lebanon)

Customer Care at Kyveli International

- Working with a team to create better methods to address customer complaints.
- Communicating with customers in-person, through email or chat, over the phone, or on social media.
- Receiving orders, calculating charges, and processing payments.
- Patience, empathy, and professionalism.

January 2018 – March 2019 (Beirut – Lebanon) HR

Associate at Sarrouf Group Company

- Managing HR records including, resumes, applicant logs, and employee forms. ● Issuing new employees with enrollment documents
- Responding to HR-related queries within the company. ● Assisting with the distribution of training material.

June 2015 – September 2017 (Beirut– Lebanon)

Promoter at Beau Soleil Company

- Oversee all aspects of general office coordination to enhance institution workflow and meet business requirements.
- Developed plans of action and strategic methods, by maintaining an organizational calendar to coordinate workflow and meetings.
- Advertised and promoted new products to customers to improve sales and participate in organization processes and achievements.
- Compiled, Prioritized, and Managed administrative support functions in a business environment to support operational and mission success.

EDUCATION

2016– 2020: Bachelor of Arts in Human Resources Management

American University of Science and Technology – Beirut– Lebanon

Completed a 105 credits in Human Resources.

Related coursework: Leadership, Reward & Compensation, Planning & Evaluation, Training & Development, Career Path, Information System and Organizational Behavior

2015-2016: Baccalaureate in Economics

Antonine Sisters School – Beirut – Lebanon

Related Coursework: Economics, Sociology, Cultural Studies, and Mathematics.