

Joanna Ghanem

Naher Ibrahim, Lebanon

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Education:

- **Holy spirit university of Kaslik (USEK)**

Bachelor degree in Business Management and entrepreneurship, graduated in December 2022

Honor student with an overall GPA of 3, 5 /4

Helped in shadowing many students.

Succeeded in courses such as Mathematics of finance, Financial accounting I and II, Business professional, Human resource management, Marketing, Business planning, New venture creation, Small business management, Enterprise stimulation, Operations Management, Project Management.

Experience:

- **Al Kazzi nuts (January 2023 –Present)**

Production administrator – Data entry:

- Enter production data into the system accurately and efficiently on Microsoft dynamic.
- Enhance supply chain visibility and improve product quality by ensuring effective traceability of defective items.
- Take charge of handling bulk requests.
- Generate labels and barcodes for export orders and local market offers, and ensure their accurate printing.
- Manage coordination between the hygiene team and oversee the inventory/warehouse of cleaning materials, including conducting monthly stock counts.
- Facilitate mail delivery across different departments and locations by coordinating the process.
- Maintain access to the safe for urgent purchases when required.
- Collaborate with accounting on collecting and coordinating data regarding the annual leaves of employees.
- Greet new applicants and give them a job application to complete.

- **Mahfouz library (March 2022 – December 2022)**

Assistant manager:

- Took care of the management of the library.
- Made orders when the supplies approached to end.
- Had connection with a wide chain of suppliers and reported on buying trends.
- Took care of the customers need and ensured high levels of customers' satisfaction through excellent service.
- Dealt with issues that arose from customers (complaints, grievances)
- Completed the library administration and ensured compliance with policies and procedures.
- Worked on real estate matters in the absence of the owner.
- Proposed innovative ideas to increase market share.
- Maintained outstanding library condition and visual merchandising standards.

- **Aim health club (June 2021 - September 2021)**

Receptionist:

- Greeted and checked in all fitness center members.
- Monitored all activities within aim health club.
- Re-organized and maintained the cleanliness of the gym, body wrap machine, equipment and restrooms.
- Responded to customer enquiries and provided information on gym activities, such as exercise classes, personal training sessions or gym facilities.

- **McDonald's Lebanon / Miknas Food S.A.L, Haret Sakher branch (December 2019 – July 2020)**

Crew:

- Provided a warm welcome to guests upon their arrival and offered support in placing their orders.
- Functioned as a cashier at the front end, consistently ensuring accurate cash register handling without any recorded shortages.
- Offered prompt and friendly customer service, prioritizing customer satisfaction.
- Demonstrated effective communication skills when interacting with guests and collaborating with the team.
- Assisted in upholding company standards by actively participating in maintaining cleanliness and sanitation.

Accomplishments and Interests:

- Possess strong problem-solving, communication, and motivation skills.
- Quick to learn and attentive to even the smallest details.
- Capable of effectively prioritizing tasks and demonstrating creative thinking.
- Proficient in Microsoft Office applications such as Word, Excel, PowerPoint, Project, and Dynamics GP.
- A special project that I worked on in my second year in university that attracted the Asher center.
- Interested in learning new languages, hiking, going for new adventures, and sports.