



MONA GHALAYINI

EDUCATION

Arts, Science and Technology University in Lebanon – AUL
BA - Faculty of Business Management – Major: Travel and Tourism
2016 – 2019 with a high distinction (3.96/4)

WORK EXPERIENCE

Food & Drug Corporation FDC – Executive Assistant

October 2023 – current

Executive assistant to the co-owner / CEO in the Management department. Ensuring the achievement of a workflow efficiency through handling tasks related to all departments in the company in addition to detailed and personal tasks of the CEO (co-owner).

- **Operations:** daily, weekly, monthly and quarterly reports such as: Distribution, execution, dispatched and delayed routes. Audit on operations (any potential errors, wrong loading and picking, accuracy of data...).
- **Supply chain:** Daily reports such as Audit on containers, tracking sheets for each brand (from origin country to Lebanon's stocks and customers), brands' insurance policies...
- **Procurement and Facilities:** coordinate with the procurement department for business-related purchases and maintenance enhancements
- **Finance and Accounting:** financial tracking sheets for brands, port and airport operations, bank operations...
- **Legal & HR department:** legal letters with banks and ministries, tracking and auditing employees' performance for any potential inconvenience, employees' attendance reports, warnings, rewards...
- **CEO personal and Business tasks:**
 - Attending to meetings, creating MOMs and post-meeting follow ups
 - Coordinating with stakeholders (insurance companies, medical companies, banks, suppliers, travel planning...)
 - Following up on personal events and commitments (emailing, payments, calendar management, tasks follow up, incoming and outgoing reports...)
 - Tasks related to places of residence, NGOs and other organizations where the CEO is an active member

PROFILE

Enthusiastic and driven with strong entrepreneurial skills, I currently hold the position of Executive Assistant at FDC, where I play a pivotal role in the functioning of the organization. My responsibilities span across all departments, including operations, HR, supply chain, finance, and legal. In this dynamic role, I excel in managing diverse tasks, ensuring operational efficiency, and facilitating smooth communication between teams. Similar but wider to my role as an operations specialist in ILI. In addition to over 8 years of sales experience, where I've consistently met targets and fostered revenue growth. To add, my leadership skills developed early as a university department leader. Beyond work, I've volunteered with 3+ NGOs, contributing to social causes.

CONTACT

PHONE:
00961 70 487 123

EMAIL:
Mona.gh.97@hotmail.com

ADDRESS:
Karakas, Hamra, Beirut Lebanon

DATE OF BIRTH

22, May, 1997

REFERENCES

Kindly ask for the desired references, will be shared upon request.

International Leadership Institute ILI – Contract Operations Manager
March 2022 – November 2023

- Planning, developing and monitoring the projects within specific deadlines, in addition to preparing course material and schedules
- Assist in main HR responsibilities, such as talent and recruitment processes, employee onboarding and orientation, assist in performance management activities, coordinate training and development initiatives...
- Constant follow up with stakeholders
- Outsource and provide proper solutions for tasks

ABC Department Store – ABC Verdun: August 2018 – November 2022

• **Cashier (April 2021- November 2022)**

- Complete customers shopping experience through checking out transactions; with an excellent customer service provided.
- Increase sales through selling and promoting the privilege program of ABC
- Direct-report to the accounting department

• **Sales Associate (August 2018-April 2021)**

- Achieve daily, monthly and annual targets (using KPIs)
- Offer customers a high level experience using excellent customer service and communication skills
- Have commitment, integrity and teamwork spirit

HSTco (GS Hamra, Beirut) – Sales Associate

August 2015– April 2018

Main Activities and Responsibilities:

- Achieve quarter and annual targets using KPIs
- Offer a high customer service
- Committed to teamwork and honesty while dealing with our responsibilities
- Inventory-related tasks

SKILLS

Job-Related Skills:

- Meeting and exceeding customers' different requests.
- Training new joiners and leading teams
- Meeting seasonal and annual targets using KPIs
- Managing and operating new events and projects
- Problem solving.
- Efficiency
- Teamwork is a priority.
- Adapting to pressure and change situations

Languages:

Fluent in Arabic (mother language), and English

Computer Competences:

- Microsoft Office
- Oracle
- POS systems
- Reservation and Ticketing

Additional Information:

- Certifications:
 - “Successful Sales and Services Strategies” by STARMANSHIP & Associates
 - AIE Club and Team Management
 - Internal trainings (ABC- Customer Service, Emotional Intelligence, Communication Skills, Sales training, and Negotiation Skills)

Volunteering Experience

- Hospitality and Tourism department team leader - AUL
- Al Ghina Association (2014 - present)
- DSC Lebanon (2014 - present)