

Ghiwa Souaiby

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EDUCATION

Holy Spirit University of Kaslik, Lebanon
Bachelor's degree in Business Administration – Audit

2018 - December 2021

College des Soeurs du Rosaire, Lebanon.
Baccalaureate in Life Science

2003 - 2018

EXPERIENCE

CMA CGM GBS, Lebanon
Finance & Accounting

April 2022 - Present

- Processing, verifying, and posting receipts for goods sold or services rendered.
- Researching and resolving account discrepancies.
- Processing and recording transactions.
- Maintaining records regarding payments and account statuses.
- Obtaining information from other departments to ensure records are accurate and complete and that accounts receivable ledgers and journals are up to date.
- Working with the collections department to review accounts, client payments, credit history, and develop new or better repayment terms.
- Performing administrative and clerical tasks, such as data entry, preparing invoices, sending bill reminders, filing paperwork, and contacting clients to discuss their accounts.
- Generating reports and statements for internal use.
- Engaging in ongoing educational opportunities to update jo knowledge.

Supermarket El Hajj Amshit, Lebanon
Intern - Accounting department

June 2021 - August 2021

- Assisting in the preparation of updated reports and monitoring department budget
- Bank Reconciliations
- Booking Petty cash expenses
- Checking revenues
- Preparing payments for suppliers
- Analyzing current prices in line with the exchange rate
- Developing and monitoring documentation of departmental procedures.

Supermarket El Hajj Amshit, Lebanon
Cashier

November 2018- May 2022

- Manage transactions with customers using cash registers
- Scan goods and ensure pricing is accurate
- Collect payments whether in cash or credit
- Issue receipts, refunds, change or tickets
- Redeem stamps and coupons
- Cross-sell products and introduce new ones
- Resolve customer complaints, guide them and provide relevant information
- Greet customers when entering or leaving the store
- Maintain clean and tidy checkout areas
- Track transactions on balance sheets and report any discrepancies
- Bag, box or gift-wrap packages
- Handle merchandise returns and exchanges

Ôlala Boutique Online Shop,
Owner and manager

April 2021- Present

- Create and implement online shop business plans
- Process daily orders and responsible for the sales and profits of the e-store
- Provide exceptional customer service and resolve customer problems or complaints by determining optimal

solutions

- Communicate, execute, and manage e-marketing plans in cooperation with other team members
- Use different e-marketing channels such as social media (Facebook/Twitter) and search engine optimization
- Manage store revenue, including cash handling and execute and monitor loss prevention and shrink programs.
- Manage all store operational issues, including store housekeeping, store administrative duties, physical inventories, price changes, etc.
- Manage speed of service results, controls inventory that is used for service orders, and is responsible for the overall organization and appearance of the service.
- Ensure all orders are properly documented and released for pick-up

EXTRACURRICULAR ACTIVITIES

Summer Camp Assistant, Bejje, Lebanon

Organizing events for students and preparing for activities during summer.

SUMMARY SKILLS

Languages: Fluent in **English, French and Arabic**

Computer skills: Microsoft office, Microsoft Excel, Microsoft PowerPoint, WizarPOS.

Soft Skills: Problem solving skills, work ethic, flexibility, leadership skills, teamwork skills, communication skills.

Interests: Swimming, music, ping-pong