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# HADY EL MASSAAD

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New Rawda-Dekweneh • Lebanese • +961 71 249 771 • Single • April 29,2001  
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## OBJECTIVE

I am seeking a challenging professional opportunity that allows me to leverage my skills and make a meaningful contribution. My objective is to collaborate with a dynamic team within a learning and growth-oriented environment. I am dedicated to achieving excellence in my field and continuously advancing while positively impacting the company's goals.

## EXPERIENCE

ADMINISTRATIVE AGENT, ABOUJAOUDÉ HOSPITAL , JAL EL DIB-GREATER BEIRUT,  
LEBANON.

SEPTEMBER 2023 - NOVEMBER 2023

- Proactive management of administrative tasks, including scheduling medical appointments, handling patient records, and tracking invoices..
- Close collaboration with medical staff and related departments to ensure optimal coordination of activities.
- Excellent communication skills, both written and verbal, to interact empathetically with patients and their families.
- Strict adherence to confidentiality rules and data protection regulations.
- Ability to handle stressful situations and quickly resolve administrative issues to maintain hospital efficiency.

SENIOR SALES, ZED , HAZMIEH-CITY CENTER, LEBANON.

AUGUST 2022 - JULY 2023

- Personally communicated to clients for special store activity new product arrivals, in-store events, and seasonal promotions.
- Assisted in visual merchandising for the store by organizing and arranging products appearance is of utmost importance.
- Utilized computers to determine product delivery and inventory levels.
- Returned the excess product to the warehouse.
- MTM (made to measure) custom made, help customer choose fabric and color as well as design to take their size and make a piece for them.

SALES ASSOCIATE, GS STORE- BOSSINI, DORA-CITY MALL, LEBANON

APRIL 2021 - AUGUST 2022

- Greeted the customers, and anticipating latest clothing trends.
- Handled other essential tasks like merchandising, housekeeping and stocking.
- Performed the tasks of entering names and phone numbers of potential customers for future reference.
- Responsible for responding to customer queries and update latest upcoming clothes to customers.
- Handled the tasks of handling cash as well as processing payments.
- Stocked merchandise, helped customers, answered customer phone calls, cleaned the sales floor.

## **EDUCATION**

AUL

ARTS, SCIENCES&TECHNOLOGY UNIVERSITY IN LEBANON,Dekweneh.

Bachelor's degree, MANAGEMENT INFORMATION SYSTEM (MIS). 2020-2023

ETSTC

ECOLE TECHNIQUE DES SCIENCES TOURISTIQUE ET COMMERCIALES, Dekweneh.

BT3, INFORMATION TECHNOLOGY (IT). 2016-2019

## **SKILLS**

- Works under pressure.
- Teamwork spirit.
- Setting goals and leading the group.
- Speed in work and achievement.
- Good communication.
- Problem solving.
- Ms office.
- Collaboration.

## **LANGAGUES**

- Arabic: Native Language.
- English: writing and speaking (Good).
- French: writing and speaking (Fluent) / DELF B2.

## **REFERENCE**

Will be provided immediately upon request.