

Naji Aoun

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Beirut – Lebanon

Professional Experience

- **Administrative and filing associate**

Jun 2016 – present	United Nations High Commissioner for Refugees	Beirut – Lebanon	www.UNHCR.org
<ul style="list-style-type: none">- Prepare travel and mission requests.- Record on global and local IT tools.- Acquire, distribute and store supplies.- Receive, record, file and forward incoming correspondence.- Develop operational standards and procedures for the work unit or department.- Manage paper and electronic filing systems by recording information, updating paperwork and maintaining documents.- Supervise administrative staff and provide training and orientation to new staff.- Renewal of refugee and asylum seeker certificates.- Receive and manage appeal and re-opening applications.- Provide counseling for people of concern.- Grant appointments to asylum-seekers based on prioritization and SOPs.- Issue documentation for asylum-seekers and refugees, including documentation for detained persons of concern at the GSO and other detention facilities.- Assign duties or responsibilities to project personnel.- Communicate with key stakeholders to determine project requirements and objectives.- Liaises with the project executing partners to identify problems and issues to be addressed and proposes corrective actions.- Plan, schedule, or coordinate project activities to meet deadlines.- Prepare and submit progress reports.- Supervise and act as a focal point for the digitization project of the Lebanon Operation (half a million physical files).- Act as focal point for data request and transfer between Lebanon operation offices and regional offices, in alignment with data protection policies.			

- **Supervisor**

May 2012 – Jun 2016	Le Charcutier	Beirut – Lebanon	www.lecharcutier.com
<ul style="list-style-type: none">- Hire, train, and evaluate personnel.- Plan and prepare work schedules to organize the daily work of staff.- Oversee payroll functions, such as maintaining timekeeping information and processing and submitting payroll.- Represent work unit at meetings and serve as liaison for requests or complaints.- Supervise staff and provide training and orientation to the newly hired members.- Assist customers by providing information and resolving their complaints.- Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change.- Monitor checkout stations to ensure they have adequate cash available and are staffed appropriately.- Process merchandise returns and exchanges.- Follow up on bank transactions.- Supervise the work of cashiers.- Approve leave requests.			

- **Sales Associate (part-time)**

May 2008 – Mar 2010	Bata Shoes	Beirut – Lebanon	www.bata.com
<ul style="list-style-type: none">- Examine products received for storage to determine product condition.- Inventory stock and reorder when inventories drop to specified levels.- Coordinate sales promotion activities, such as preparing merchandise displays and labelling.- Resolve customer complaints regarding sales and service.			

- Guide customers on purchases based on interests, promotions, and other sales.
- Operate point-of-sale systems, processing sales, refunds and exchanges.
- Place special orders or call other stores to find desired items.
- Section supervisor.
- Provide on-the-job training for new staff.

Education

- **Masters Course in Digital Marketing and Business**
2022 – 2023 MBS (Max Business School) Remote www.scottmax.com
- **Marketing and Advertising**
2020 – 2021 CIT (Centre International Des Sciences Techniques) Beirut – Lebanon www.cit-liban.edu
- **Bachelor Degree Banking and Finance**
2012 – 2015 Middle East University Beirut – Lebanon www.meu.edu.lb
- **Lebanese General Secondary Certification Economy**
1998 – 2011 Mont La Salle Beirut – Lebanon www.montlasalle.edu.lb

Trainings and Certifications

Title	Institute	Completion Year
• HR Certificate in Recruiting, Hiring, and Onboarding Employees	University of Minnesota Coursera	2023
• HR Certificate in Managing Employee Compensation	University of Minnesota Coursera	2023
• Google Analytics Certification	Google	2023
• Google Ads Search Certification	Google	2023
• Google Ads Display Certification	Google	2023
• Information Security Awareness Training	UNHCR	2022
• Records and Archives Induction	UNHCR	2021
• UNHCR Induction Programme	UNHCR	2021
• The 12 guidelines of effective time management	UNHCR	2021
• Three routes to good communication	UNHCR	2021
• Sexual and Gender-Based Violence (SGBV) E-Learning - Level III	UNHCR	2021
• New hires - Basics of RSD Interviewing	UNHCR	2021
• Fundamentals of Immigration Detention	UNHCR	2021
• Age, Gender, and Diversity Approach	UNHCR	2020
• Interview Learning Programme	UNHCR	2020
• Sexual and Gender-Based Violence (SGBV) E-Learning - Level II	UNHCR	2020
• Resettlement Essentials - Video Training Series	UNHCR	2020
• Fundamentals of Fraud and Corruption Awareness	UNHCR	2019
• Prevention of Sexual Exploitation and Abuse (PSEA)	UNHCR	2019
• Protection Induction Programme	UNHCR	2018
• Need to Know Guidance (LGBTI)	UNHCR	2018
• Interviewing Applicants for Refugee Status video series	UNHCR	2018
• Introduction to RSD	UNHCR	2018
• Statelessness	UNHCR	2018
• Country of Origin Information (COI)	UNHCR	2018
• Advanced Security in the Field	UNHCR	2017

Languages

- English: Fluent
- French: Fluent
- Arabic: Fluent