

CHRISTELLE KASSARGY

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Finance, HR, Procurement & Logistics Manager

OBJECTIVE

Looking forward to work in a well systematic organization in order to pursue my professional career. Innovation depends on a qualified employee making use of all his educational background and experience for the improvement of the organization.

EDUCATION

Nov.2016- Dec.2020	PhD in Social and Human Sciences- Environment & Territory development Research Topic: Local Governance, sustainable development and eco-citizenship Saint Joseph University (USJ) High appreciation and recognition of the Jury members with a grade of 18/20
September 2016	Certified Nonprofit Accounting Professional (CNAP) Certificate No: 16138, Non Profit CPAs Financial Management Association (FMA)
2007-2009	Master's degree in Finance Saint Joseph University (USJ)
2004-2007	Bachelor degree in Management and Business Administration Saint Joseph University (USJ)
2003-2004	Lebanese Baccalaureates in Sociology and Economy Sœurs des Saints Cœurs College (SSCC)

PROFESSIONAL EXPERIENCE

Nov 2023- Present: **Coordinator of Support Services (Finance, HR, Procurement) Expertise France
Groupe AFD**

Management & HR:

- Ensures the overall management of the organization and operation of the office.
- Coordinates all teams and ensures direct management of the Finance manager and the Procurement & Logistics manager with a team of 10 staff in the department.
- Refining the organization work base, as well as the responsibilities of different people.
- Ensures the implementation of HR processes in the field (recruitment, evaluation, training) as well as the harmonization and application of a salary scale policy.
- Recruiting and supporting new staff (induction, training, appraisal, evaluation, fixing goals & objectives...)
- Defining the processes related to HR, Finance, Procurement, Logistics, ...
- Ensures that procedures with Lebanese administrations (tax, customs, VAT, NSSF, etc.) are carried out.
- Putting in place the tools and procedures necessary for the professionalization and empowerment of teams in the field.
- Defining the roles and responsibilities of each department (RACI), in conjunction with the manager(s) concerned to streamline interactions with projects.
- Scales up certain processes to support projects on a regional scale (reporting support mechanisms).
- Participates, in conjunction with the regional security representative, in team security management processes.

Finance, accounting and internal audit:

- Supports Project Managers in redefining their budget: planning, management and monitoring of the project budget, in compliance with contractual obligations and Expertise France rules.
- Consolidates the monthly budgetary and forecast monitoring of projects, in conjunction with the program teams.
- Supervises cash flow, monthly accounting, financial security and internal control.
- Responsible for accounting closing exercises and agency budget references in accordance with EF accounting procedures
- Responsible for preparing financial reports, in compliance with donor rules.
- Responsible for planning, implementing, and monitoring project audits in conjunction with headquarters.
- Ensures the monthly update of the cost allocation.
- Ensures the banking relationship.
- Responsible for implementing internal control within the office (transmission of procedures, monitoring their appropriation)
- Contributes to the adaptation and implementation of field procedures in connection with the steering unit of the Operations Department, and to their appropriation by the support functions.
- Plans the internal and external audits to be carried out and ensures that the recommendations are considered and implemented.
- Advice on foreign exchange transactions to mitigate potential foreign exchange losses.

Procurement & Logistics:

- Collaborating with the legal affairs department and the procurement manager in planning, steering and monitoring the implementation of projects procurement plan, in conjunction with the project managers.
- Sets up the purchasing process with the procurement manager.
- Supervises the office's logistics activities: general resources, management of rental leases and IT equipment.
- Supervises vehicle fleet and driver management.
- Advice on solutions and potential improvements regarding IT standards and practices at the Lebanon office, in conjunction with the logistics manager and the IT department.
- Technical assistance to project teams on the deployment of new applications, new rules and regulations, etc.

Nov 2019- June 2023: Finance and Administration Manager - EDC Beirut Funded by USAID

Finance:

- Prepare and update a pipeline and forecast of the field office expenses.
- Prepare and submit monthly funding requests together with a monthly report on projected cash needs.
- Compile monthly finance reports and bank reconciliations.
- Maintain financial files, including but not limited to expense reports and bank account reconciliations, payroll, tax withholding records, bank account and petty cash balances, travel and other advances, financial reports to EDC Home Office, USAID, or the Government of Lebanon, and related correspondence.
- Ensure checks on compliance with USAID's Anti-Terrorist Certification ("ATC") regulations is conducted in a timely manner.

Accounting:

- Maintain orderly and accurate record keeping
- Oversee and ensure maintenance of book keeping and accounting practices according to the requirements of USAID, EDC, and the laws of Lebanon to ensure accurate and reliable data necessary for project operations.
- Oversee effective completion of tasks to review all invoices, bills, vouchers, or other documents for accuracy and completeness before paying them, collection of accounts receivable
- Review and execution of all tasks related to staff salaries and payroll reporting, ensure income tax and social security payments are done on time

Procurement:

- Achieving the In-Kind Grants Initiative to 10 Higher Education Institutions in terms of procurement (Furniture supplies, Computer Equipment, promotional items ...)
- Organize and settle up all EDC events (Annual summit, workshops, round table discussions, ...) in terms of hotel reservation, venue management, catering, guests transportation, printing materials, communication and visibility (photo & video shooting)...
- Ensure that the most reasonable, fair, expeditious, and appropriate procurement choices are made in a transparent manner in accordance with EDC and USAID procurement processes. This includes:
- Advise on procurement of goods and services from local vendors;
- Ensure terms of reference include the correct specifications
- Sourcing strategy, supplier selection and evaluation
- Quality Assurance

Transport/Logistics management:

- Ensure that HECD equipment and vehicles have the ability to perform at acceptable standards.
- Prepare reports on issues related to transportation and logistics.
- Oversight for vehicle registration, maintenance, travel plans and driver performance.
- Arrange leases for the project office and international staff residences.
- Develop budget for transportation and logistics activities.
- Ensure telecommunication and internet connectivity are addressed and resolved.

Human Resource Management:

- Ensure efficient human resource management and general administration of the project focusing on achievement of the following results:
- Compliance with EDC policies and procedures for recruitment and human resource management for the project.
- In coordination with COP ensure that each staff has a job description.
- Compliance with local labor laws, including registration, eligibility for tax-free status, and review of regulatory/statutory compliance requirements for the treatment of local hires, etc. and communicates this information to relevant individuals and departments.
- Ensures proper filing of human resource documents.
- Ensure collection and analyses of timesheets and leave accruals and balances.

Support Services Management

- Ensure oversight of various support services such as, IT, reception and transport.
- Ensure that standard procedures are followed when third party service providers are hired.
- Ensure that the third party properly executes in accordance with the terms of the agreement.

April 2019 – Nov 2019: Country Finance Coordinator - INTERSOS Beirut

- Manage country and project accounting and coordinate administrative personnel.
- Responsible for the proper technical performance of all accounting-financial activities of the mission and its projects.
- Ensure the correct and effective management of financial resources, in accordance with the Organization procedures.
- Assume responsibility for cash account administration, ensuring conformity to existing procedures; shortages or thefts must be reported, bearing the joint signature of both the Country Finance Officer and the Head of Mission
- Update the economic and financial status of the mission and related-projects, in terms of expenses, appropriations, available cash and liquidity (Prima Nota)
- Carry out a monthly update of the Global Management of the mission under the coordination of the Regional Finance Officer
- Provide support to the Head of Mission in drafting new projects

- Check Bank accounts of the mission and provide the Regional Finance Officer with monthly Bank Statements and Bank reconciliations
- Check the interim and final financial reports and submit them to the Project Manager and Head of Mission for approval (with the support of the Regional Finance Officer)
- Assume responsibility for local personnel register
- Ensure the proper execution of goods, works and services procurement processes and their conformity to INTERSOS and donors' procedures
- Be responsible for mission administrative-accounting documents and all finished project Documentation (with the support and overall responsibility of the Regional Finance Officer)

March 2015- Oct.2018: Finance Officer – MEDAIR Zahle

Finances and Accounting

- Carry out the day-to-day accounting functions of the program including, but not limited to:
 - Managing in-country cash, ensuring sufficient amounts are available at all times and that necessary security measures are in place and are being strictly followed
 - Conducting regular cash and bank reconciliations, verifying amounts held and reporting any discrepancies
 - Paying supplier invoices either directly or in conjunction with colleagues and in accordance with agreements
 - Preparing pay staff salaries and allowances as agreed, ensuring that all required statutory deductions are made and subsequently paid to the appropriate authorities
 - Supporting colleagues in cash handling and financial transactions, providing coaching and guidance as required
 - Ensuring all financial transactions are carried out in accordance with the Medair guidelines and procedures and any donor requirements
 - Responsible for bank accounts, checks, bank transfers and safe transfer transactions
 - Maintain close communication with program and logistics staff to accurately predict and manage cash
- Carry out the monthly accounting functions of the program including, but not limited to:
 - Produce accurate monthly accounts within the agreed timeframe, including the compilation and finalization of monthly expense sheets for all cash and bank accounts
 - Gather cash need forecast from Budget Holders and consolidate it in the monthly cash needs forecast, ensuring that money is transferred between locations in a timely manner and that daily cash needs are met
- Work with the Project Support Manager, take responsibility, to:
 - Prepare for and support internal and external financial audits, providing all information required by local legislation, donors, HQ or other bodies
 - Conduct regular internal audits and report immediately any possible fraud or theft
- Lead on programmatic financial planning and budget management; Supervise budget management and forecast of Sector managers and hold monthly grant review

Administration

- Ensure a clear and transparent paper trail is adhered to for all financial transactions and that all filing and archiving is in line with Medair and donor requirements which follows international accounting standards.
- Organize, manage and check on all scanning, filing, archiving

Communication

- Maintain open and frequent communication, where applicable, with the Project Support Manager, HR and Finance team in Beirut, field management and the HQ Finance Officer concerning all financial issues
- Ensure colleagues are informed of the required finance procedures, and be available to answer any finance related questions and to provide coaching and guidance as necessary
- Conduct finance training for all new staff during induction periods as well as periodic refresher trainings for all staff

Quality Management

Adhere to all financial internal controls by using and promoting the Finance Manual of procedures and other operating procedures, ensuring that all standardized formats are used and guidelines are followed.

Delegated Responsibilities:

- Maintenance of accurate and timely accounting records for all financial transactions
- Filing and retrieval of accurate supporting documentation for all financial transactions
- Management of cash and, where applicable, bank payments, ensuring the security of all funds

Achievements:

- Implementing Financial procedures
- Implementing new ways of payment: paying via OMT
- Working on the yearly Base Budget and MADAD Budget and implementation
- Making the Mid-year Budget review for the base Budget and all the projects Budgets
- Responsible of all the Audit visits
- Monitoring base payments and budget

May 2014-March 2015: Admin Officer at International Rescue Committee (WPE program) Zahle

- Assist in resolving administrative problems related to finance, supply chain and Human Resources, by collecting information, preparing notes to the file, and getting approvals.
- Assist in the preparation and update of field-based budgets and spending plans
- Maintain the supplies inventory of all WPE program locations by checking the stock to determine the inventory level; forecast supplies in consultation with the Supply Chain Department.
- Coordinate repairs to office equipment and Women and Girls Community centers in collaboration with the Supply Chain Department.
- Collect price lists of services and items according to the procurement plan of the WPE Program.
- Raise Purchase Requests and prepare payment requests and follow-up on their approval by liaising with Finance and the Supply Chain Department.
- Manage petty cash and conduct local purchases within the thresholds for petty cash procurement allowed by IRC policy.
- Maintain and update the WPE Purchase Request Tracker.
- Responsible for the logistical arrangements of meetings, workshops and other events.
- Prepare meetings and workshops materials.
- Draft agendas, take minutes at meetings and workshops and maintain attendance sheets.
- Type correspondence, reports and other documents, requested by the WPE staff in English and Arabic.
- Prepare all necessary documentation and make all arrangements for movements and missions of WPE team members, including weekly movement plans.
- Prepare payments for casual workers and other volunteer staff within WPE.
- Collect and deliver timesheets to Human resources.
- Carry out all administrative tasks by ensuring compliance with IRC administrative standards and with local laws and regulations.

**May 2013- May 2014 : Admin Assistant at Marks and Spencer (AL FUTTAIM Trading)
Beirut City Center**

- Ensure comprehensive understanding of retail laws, security & health and safety issues.
- Be proactive and able to use initiative when solving problems.
- Keep strong IT skills and knowledge of the latest retail software systems (Retail-Pro, SAP, BI)
- Maintain Inventory controls, prepare staff payroll and Profit & Loss ledger
- Prepare the Cash Office “Daily reconciliation of Store takings & reports”
- Responsible for the bank accounts and Banking/Foreign Exchange operations
- Manage store Petty Cash
- Responsible for tallying the safe fund on a daily basis
- Prepare Credit Card Reconciliation Reports
- Prepare the Monthly reports: Store KPI, Store Performance, Sales & Layout Summary, Store space mix, Daily budget of the month, period 1, period 3, Xout for the hole month, Variances between RPro sales and SAP and

BI, Monthly RPro daily sale format, Store cash balance: Safe fund and petty cash statements, weekly performance report, daily briefing sheet and productivity...

Apr.2012-Feb.2013 : Assistant Product Manager and Sales Coordinator at Antaki Holding (HAIER and SENSUS) Beirut

- Team leader and responsible for overseeing the product
- Conduct capacity building trainings for the sales men
- Prepare sales men daily schedules, client visits, orders, payments...
- Responsible for the coordination between sales team, invoicing team and the delivery team.
- Control invoices, payments, due payments, client offers...
- Prepare sales team targets and customers offers
- Responsible for the accounting of client payments, account statements, credit and debit notes...
- Conduct market studies: new offers, new products, new lines...
- Prepare SWOT analysis

July 2009-June 2011 : Teller at Banque Libano Francaise Zahle Branch

- Responsible for all cash transactions and non-cash transactions: transfers (internal and external).
- Prepare account settlements, loan payments, credit card payments...
- Ensure to provide good customer service to the clients
- Assist customers in all banking services

LANGUAGES

Arabic: Mother tongue; French and English: Fluent; Italian: Good

AWARDS & CERTIFICATES

- Certificate of completion of the program “Female Academic Role Model Empowerment, Equality and Sustainability at Universities in Mediterranean Region: towards 2030 Agenda – FREE” AUB, May 2022
- Certificate of completion of the program “Teaching women entrepreneurship” USPEak and US Embassy in Lebanon, April 2022
- Certificate of completion of the course “Project & Program Management for NGOs” AUB, February 2022
- Certificate of completion of Greening the Economy: Sustainable Cities - Lund University – March 2021
- Certificate of completion of Business Opportunities and Risks in a Globalized Economy - February 2021
- Certificate of completion of Understanding economic policymaking- IE Business School - January 2021
- Certificate of completion of Global Diplomacy, Diplomacy in the Modern World- University of London – January 2021
- Certificate of completion of Preparing to Manage Human Resources – University of Minnesota – December 2020
- Certificate of completion of Mastering Data Analysis in Excel – Duke university- November 2020
- Certificate of completion of Effective Problem-Solving and Decision-Making & The Art of Negotiation– UCI- November 2020
- Certificate of completion of Entrepreneurship I Laying the Foundation & Entrepreneurship II Preparing for Launch– University of Illinois- November 2020
- Certificate of completion of Project Management Cycle (5 courses)– UCI- November 2020
- Certificate of completion of Business Metrics for Data-Driven Companies– Duke university- November 2020
- Certificate of completion of Finding Purpose and Meaning in Life– University of Michigan- November 2020
- Certificate of completion of Brand Management Aligning Business, Brand and Behaviour– University of London - October 2020
- Certificate of completion of Negotiation Skills – Macquarie University- October 2020

- Certificate of completion of the Disaster ready online course curriculum: MEAL (Monitoring, Evaluation, Accountability and Learning) in Emergencies April 2020
- Certificate of participation to the conference « Pérennité de l'Ecole Catholique : Apport des jeunes chercheurs » held by Secretariat General des Ecoles Catholiques SGEC and research paper presentation « Education à l'écocitoyenneté et au développement durable » May 2019
- Certificate of participation to the CSO Governance Capacity and Innovation Conference held by BALADI CAP – USAID and research paper presentation « CSO Governance Model Promoting Sustainable Development » February 2019
- Certificate of excellence participation at the Lebanese Model Youth Parliament, elected president of the committee of the Women & Child held in Beirut from 2 to 5 November 2018 by USJ and FNF
- Certificate of achievement of Medair Finance workshop held in Switzerland from 18 till 22 June 2018
- Certificate of completion of the Building successful work relationships Training delivered by New Horizons on March 2018
- Certificate of completion of the Expanding your emotional intelligence workshop delivered by New Horizons on March 2018
- Certificate of completion of the disaster ready training: FMD Pro: Financial Management for Humanitarian and Development Professionals October 2017
- Certificate of completion of the last mile learning coursework for Financial Reporting and Accounting records July 2017
- Certification of 3 days' workshop participation Program MOST Management and social transformations- UNESCO Paris March 2017
- Certificate of completion of the last mile learning coursework for Project Management in the Development Sector April 2016
- Certificate of attendance in Financial Management workshop UNHCR Zahle March 2016
- Certificate of workshop participation: Supply Management, Procurement and internal Control UNHCR Zahle March 2016
- First aid and CPR Training certificate February 2016
- Stress Management Training SSCL June 2015
- Security training SSCL May 2015
- “You are spotted” certificate for high performance for the month of October 2013 at Marks and Spencer
- Award for the outstanding performance and quality outcome at the opening of Marks and Spencer on July 2013
- High distinction Award from SSCC High School: Major of the promotion 2004

SKILLS

-Very Good command on computer (SAP, QuickBooks, Dynamics, Retail Pro, Oracle, Database management, Microsoft Office: Word, Excel, Access, PowerPoint, Internet...)

-Team leader and problem solver

-Very good communication skills, proactive, motivated and committed to work

ACTIVITIES

Hobbies: Music, Piano, Dancing, Travelling

Sport: Hiking and Basket-Ball