

## SUMMARY

A motivated graduate student specializing in Business HR and currently pursuing a Master in Business Management. With a strong academic background, I am dedicated to continuous learning and skill enhancement, driven by a commitment to contribute to organizational success.

## EDUCATION

### Antonine University

Master's Degree in Business Management  
(Banking and Finance)  
2022 – 2024

### Antonine University

Bachelor's in Business Management  
(Human Resource Management)  
2018 – 2022

## SKILLS

- Verbal and Written Communication
- Ability to work independently and as part of a team
- Detail-oriented
- Time Management
- Willingness to learn

## PROFESSIONAL EXPERIENCE

### Front desk Operator

OMT | 2022 – 2024

- Managed a high volume of transactions, both domestic and international, with accuracy and efficiency.
- Enhanced customer satisfaction by streamlining the service experience through effective flow management.
- Implemented proactive monitoring to promptly address any outstanding transactions, minimizing delays or errors.
- Demonstrated strong communication skills with customers, colleagues, and upper management.
- Successfully resolved a range of challenges, showcasing adaptability and effective problem-solving abilities.
- Regularly updated and maintained databases to ensure data integrity and accuracy.

### Hospital Administration Intern

Bcharee Governmental Hospital | June 2021 – August 2021

- Prepared comprehensive financial statements, including balance sheets and income statements.
- Ensured compliance with financial regulations for the Ministry through managed billing closure.
- Handled external patient admissions, demonstrating strong interpersonal and customer service skills.
- Effectively managed surgical blocks, ensuring efficient hospital operations, and oversaw medical compensation payments, demonstrating financial transaction responsibility.