

GHINA MOUSSA

Hadath, Baabda 76-023835

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Date of birth: 30-9-2001

EXPERIENCE

OCTOBER 2022 - PRESENT

ST Fitness center, Hadath

SUPERVISOR

- Supervising the activities of gym staff, including trainers, front desk personnel, and cleaning crew.
- Handling administrative duties such as scheduling staff shifts, and maintaining accurate records of membership data and financial transactions.
- Enforcing safety protocols, adhering to health and safety regulations, and conducting regular inspections to minimize risks and ensure compliance.
- Overseeing day-to-day operations, including opening and closing procedures, equipment maintenance, and facility cleanliness to ensure a safe and hygienic environment for members.

RECEPTIONIST

- Managing the reception area by greeting members and visitors, answering inquiries, and ensuring a positive and welcoming environment.
- Handling membership sign-ups, renewals, cancellations, and inquiries, while maintaining accurate records and assisting members with membership-related issues.
- Processing membership fees, retail purchases, and other payments accurately and securely, following established procedures and ensuring excellent customer service.
- Providing information and assistance to members regarding gym equipment operation, class registration, locker usage, and other inquiries to ensure a positive member experience.

DECEMBER 2021 - DECEMBER 2022

Playtown, Raoucheh

MONITOR

- Ensure the safety of children by supervising their activities, enforcing playground rules, and intervening in situations where safety may be compromised.
- Interact with parents and guardians in a friendly and professional manner, answering questions, addressing concerns, and providing information about playground rules.
- Communicate effectively with other staff members to ensure smooth operation of the playground facility and to coordinate activities and tasks.

SALES AT THE PLAYSHOP

- Oversaw inventory levels, including restocking shelves, and identifying popular items for reordering, ensuring that customers always had access to the products they desired.
- Processed customer transactions accurately and efficiently using point-of-sale (POS) systems, cash registers, or other payment processing methods.
- Conducted cash counts at the beginning and end of shifts to ensure accuracy and reported any discrepancies to management.

EDUCATION

SEPTEMBER 2019 – DECEMBER 2024

BACHELOR DEGREE IN HUMAN RESOURCES, ANTONINE UNIVERSITY (UA)

SEPTEMBER 2018 - JUNE 2019

HIGH SCHOOL DIPLOMA IN THE LEBANESE BACCALAUREATE (SOCIOLOGY AND ECONOMICS)

VOLUNTEER

DECEMBER 2021 - PRESENT

Lebanese Red Cross

- Volunteer at the Youth sector, responsible for delivering awareness sessions and community based projects.
- Facilitator at the environment program raising awareness regarding environmental issues and sustainable consumption and production.
- Was responsible for documenting and summarizing the activities, achievements, and challenges of the youth sector as part of the reporting committee.
- Raising awareness about Red Cross youth programs and opportunities for involvement, recruiting and inspiring young volunteers to participate in activities, events, and leadership roles within the organization.
- Collecting and upkeep the data of volunteers, meetings and activities related to our center.
- Participated in training sessions and workshops to enhance skills in program facilitation, youth leadership development, communication.

SKILLS

- Languages: Arabic, French, English
- Microsoft (POWERPOINT, WORD, EXCEL)
- Data entry
- Customer service
- Communication skills
- Teamwork

CERTIFICATIONS

- Certificate of attendance in a training session in “Communication Skills” by Center for Career Development(UA).
- Certificate of attendance in a training session in “Psychological first aid and self-care” by the Lebanese Red Cross.