

MAYA ZIAD BALTAGI
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Objective

Professional experience in administrative assistant and accounting. Highly entrepreneurial and efficient at supporting supervisors and management team in problem-solving, effective teamwork, and respect for deadlines while providing administrative talents with the goal of proving myself and growing with the company. Seeking to leverage my interpersonal skills to bring solid customer service perspective and internal service follow up.

Education

Beirut Arab University – Bachelor of Business (BBA – Year 2017) – Emphasis: Accounting

Professional Experience

Executive Assistant at Mentor Arabia – May 2024 till present

- Providing administrative and secretarial support to the CEO
- Prioritizing and ensuring correspondence are dealt with confidentiality, efficiently and promptly
- Maintaining diary of the CEO and organize his/her travel and other related arrangements
- Advising the CEO of matters requiring personal attention, with associated deadlines, and preparing relevant documentation
- Anticipating needs of the CEO and take steps to meet those needs
- Dealing with issues appropriately when the CEO is not available
- Providing administrative support and clerical support to the CEO meetings
- Taking notes or minutes when required
- Identifying and taking any follow up action arising from the notes that are required
- Preparing letters and presentations for the CEO
- Managing communication to the CEO by screening calls, letters and emails
- Preparing reports to the CEO on progress and implement any actions
- Supporting other departments (Programs/Communication/Admin) when needed
- Assisting Administrative department in logistical arrangements during gala and events
- Performing other duties as required

Administrative Assistant at Food and Agriculture Organization of the United Nations – June 2021 till December 2023

- Assist the Programme Advisor in coordinating the exchange of information on coordination for Programme needs, meeting requests and required signature retrievals.
- Support to Finance Department for processing payments related to the projects (suppliers, closing purchase orders, beneficiaries, counterparts...)
- Create monthly budget revision and reports.
- Responsible of monthly petty cash requests and settlements.
- Support HR Department on issuing contracts to specialists/consultants and collecting all relative documents and data from specialists/consultants.
- Act as a go-between with Procurement, Operations and Finance in response to Project Needs.
- Provide counterpart with regular financial reports for budgets.
- Update and maintain information on computer database systems and in archives.
- Maintain files and ensure proper records of project working files in line with corporate requirements.
- Organize appointments, Plan, and prepare for meetings and take minutes of meetings.

- Prepare and organize events and conferences.
- Prepare travel arrangements, dealing with hotels and other service providers.
- Monitor and follow up on project progress according to project documents. Ensure timely submission of financial and activity reports by implementing partners. Ensure regular updating of project risk logs and lessons learned logs.
- Manage minor procurement processes (stationery and other utilities).
- Prepare Purchase Requisitions and Receive goods/services on the system.
- Fleet and vehicles management for all projects at FAO.
- Raising local travel country initiator and purchasing requests.

National Business Consultant at Food and Agriculture Organization of the United Nations –September 2020 till June 2021

- Conduct ToT to Extension and Education Services (ESS) Staff at Ministry of Agriculture (MoA) and School staff on school funds management and public budgeting.
- Prepare workshop logistics, attendees and presentations.
- Assist in data collection on the indicators and milestones of the project action plan as follows: 1) Agri-business enterprises around the school vicinities and 2) Schools stocks and assets.
- Review and analyze documents and reports from partners.
- Support with the preparation of project plans.
- Collected data for Business Model Study of Agricultural Technical Schools.
- Conducted meetings and collected data for creation of database platform to link private sectors with Agricultural Technical Schools.
- Participated in creating an Inventory system based on the schools financial system to help in budgeting.
- Trained ESS staff and school staff on the Inventory system.

Finance and public accountant assistant at Food and Agriculture Organization of the United Nations – November 2019 till September 2020

- Conduct desk review on financial regulations and governing the schools and Education at MoA.
- Participate to elaboration of all budgeting and finance amendments related to financial management of the schools that are to be reviewed in the schools related regulations
- Conduct ToT to MoA employees and School staff on school funds management and public budgeting
- Assist in any other related tasks as may be required or assigned by the Project Manager.

Social Media & Public Relations Executive at Est. Haitham EL Hersh - Nov 2018 till November 2019

- Create social media posts.
- Manage Social Media Campaigns.
- Content Management.
- Customers Follow-up and interactions.
- Photography.
- Public relations with outer partners.

Blom Bank Internship - July 2018 till November 2018

- Customer's feedback and assistance, client's feedback and problem solving.
- Follow up between branches for debit and credit cards workflow.
- Delivering cards to customers in a less time.
- Sending/Receiving Mails and Emails.
- Marketing and Trainees activities follow up.

Administrative Assistant at 3DScales – 3D printing company – July 2015 till July 2018

- Prepare quotations and proposals.
- Handling the billing process.

- Maintains accounting clerical staff by coordinating activities and answering questions.
- Preparing and filling NSSF and other legal documents.
- Responsible of monthly inventories, petty cash, and bank reconciliation accounts.
- Recommends financial actions by analyzing accounting options.
- Ensure a smooth internal functioning of the business, communicate with different departments.
- Logistics and procurement tasks – buying equipment and supplies.
- Organizing events and conferences.

Personal Skills

- Attention to detail and problem-solving skills.
- Confidentiality
- Excellent time management skills and the ability to prioritize work.
- Good communication skills and team spirit
- Organization and detail-oriented skills
- A structured way of working
- Analytical skills
- A high level of personal responsibility and self-discipline
- Proficiency in MS Office (MS Excel and MS PowerPoint, in particular)

Certificates

- United Nations Course on Working Together Harmoniously
- Prevention of Harassment, Sexual Harassment and Abuse of Authority
- BSAFE Certificate
- Gender Equality, UN Coherence and You
- Protection for Sexual Exploitation and Abuse (PSEA)
- Prevention of Fraud and other Corrupt Practices
- Achieving Gender Equality in FAO's work
- Whistleblower Protection Policy
- Ethics and Integrity at the United Nations

Languages

- Arabic: Native Language
- English: Fluent (Speaking, Reading, Writing)
- French: Intermediate (Speaking, Reading)

Computer Competencies

- Microsoft Office, Excel worksheets, PowerPoint, Google apps, Access... (Owing an ICDL Certificate)
- Business professional emailing skills
- Able to adapt to any operating system, previously worked on the Oracle Global Resource Management System (GRMS)
- Photoshop and social media communication

REFERENCES AVAILABLE UPON REQUEST