

# Ola Hassan

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## Summary

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Highly organized and detail-oriented Administrative Assistant with a proven track record in managing office operations, streamlining workflows, and supporting teams to achieve operational excellence. Skilled in scheduling, document management, and communication, with a strong ability to multitask and prioritize effectively in dynamic environments. Proficient in handling confidential information and maintaining accurate records, with demonstrated expertise in fostering collaboration and ensuring seamless office functionality. Committed to delivering high-quality administrative support and contributing to organizational success.

## Skills

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- Office Operations Management and Scheduling
- Strong Verbal and Written Communication
- Task Prioritization and Time Management
- Proficiency in Microsoft Office Suite (Excel, Word, PowerPoint)
- Maintaining Confidentiality and Data Accuracy
- Problem-Solving and Workflow Optimization
- Client Coordination and Administrative Support

## Courses & Certifications

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- **Human Resources Management**, CIS College, Lebanon (2024)
- **Professional Development**, TIP (The Impact Pro) 2024:
  - CV & Resume Writing Training
  - LinkedIn Optimization
  - Interview Strategy

## Experience

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### Administrative Assistant

Jan 2024 – Present

*Natcon Engineering & Contracting | Hazmieh, Lebanon*

- Manage office communications, scheduling, and file organization to support seamless operations.
- Assist in maintaining employee and client records with accuracy and confidentiality.
- Coordinate client visits and meetings, ensuring efficient planning and execution.
- Prepare reports and maintain up-to-date contact lists for effective communication.
- Support the team in organizing administrative tasks and improving workflow efficiency.

### Administrative Coordinator

Jun 2022 – Dec 2023

*WorldClass Real Estate | Downtown, Lebanon*

- Supported recruitment efforts by scheduling interviews and assisting in onboarding processes.
- Assisted in delivering training sessions for new agents, ensuring they understood company procedures and tools.
- Maintained accurate documentation of employee records and ensured compliance with confidentiality policies.
- Acted as a liaison between management and staff to address administrative concerns and enhance communication.
- Collaborated on office organization projects, improving operational efficiency.

### Retail Operations Specialist

May 2021 – Jun 2022

*The Guroo Shop | Beirut, Lebanon*

- Directed all aspects of store operations, including sales, customer service, and accounting, to ensure smooth day-to-day functionality.
- Oversaw daily workflows, optimizing processes to enhance efficiency and deliver exceptional customer experiences.
- Maintained accurate financial records and managed accounting operations, including cash handling and transaction oversight.
- Monitored and managed inventory levels, ensuring timely restocking and availability of high-demand products.

- Strategically developed and expanded the store's Instagram presence, boosting engagement and brand visibility.

## Education

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- **Master's Degree:** Economics and Business Administration – Educational Administration, Islamic University of Lebanon, Beirut, Lebanon (2021-2023)
- **Bachelor's Degree:** Early Childhood Education, Lebanese University, Beirut Lebanon (2015-2018)