

ANISSA EL HAJJ

El Mrouj-Lebanon
71187986 | anissaalhajj@gmail.com

Objective

Looking for challenging position in a reputable company that would allow me to utilize my business, interpersonal, and communication skills in a way to contribute to the company's development and growth

Experience

- F&B Arts (Consaltancy, Managing and Developing Concepts)** 2008 - 2010
Executive assistant of general manager
The company was founded in 2008 by a group of enthusiastic professionals. Its mission is to create and develop concepts in the hospitality field, as well as managing and doing consultancy for any project in the same field:
Executive Assistant of the General Manager
 - Welcoming guests by greeting them, in person &/or on the telephone; answering &/or
 - directing inquiries
 - Scheduling the Manager's meetings & travel plans
 - Drafting letters and documents
 - Developing & utilizing filing & retrieval systems
 - Compiling correspondence & reports on the behalf of the General Manager
 - Working closely with the General Manager to ensure that all projects & contacts are up to date
 - Ensuring the general maintenance of reference material for bids/proposals
 - Assisting the projects management: Creating a full timetable; Assigning work to the staff;
 - Ensuring that work is achieved to agreed deadlines; Follow-up on progress & results
- Grand Hills Hotel and Spa** 2010 - 2014
Physical Therapist
The Grand Hills SPA underlines the exclusive and refined luxury in the Grand Hills Village resort. This relaxation center is unique in the Middle East.

Physical Therapist
 - Executing different treatments for clients / patients
 - Diagnosing and recommending the most suitable treatments
Other Duties & Responsibilities
 - Taking staff meetings on behalf of the SPA Manager
 - Taking in charge managerial duties in the absence of the SPA Manager
 - Assisting with the preparation of business presentations
 - Assisting in developing and implementing Action Plans for several events
 - Responsible of the monthly & yearly inventory of the SPA assets and products
- Arla Kallassi Foods** 2014 - 2016
Sales and Marketing Coordinator
This joint venture between two entities: Arla foods and Kallassi trading established in 2005 allowed to introduce global brands: Lurpack, Castello and Puck to the lebanese market and reached leadership positions in most of categories.

- Communicating with customers to answer questions about products in person or via email or phone
- Coordinating with manufacturers, suppliers, and other third parties to ensure that all materials are produced on schedule and meet quality standards
- Supporting sales representatives by developing leads, scheduling appointments, arranging meetings with potential clients, and providing information about the company's products
- Responsible for creating proposals and contracts
- Responsible for issuing invoices and returns
- Taking minutes of meeting
- Scheduling the Manager's meetings & travel plans
- Drafting letters and documents
- Developing & utilizing filing & retrieval systems

- **Lebanese Swiss Bank S.A.L.**

2016 - Date

Teller sundries

LSB was founded in 1962 and it began operations in Lebanon in the same year. In 1973, the bank was acquired by Credit Suisse and operated from then on under the name Credit Suisse (Moyen-Orient) SAL. Later, in 1988, the bank was acquired by a group of Lebanese investors and businessmen. The same year, the bank was renamed Lebanese Swiss Bank SAL.

- Serve customers by managing documents, information, and financial transactions in an organized, efficient, and secure manner
- Build awareness of new products and services, and identify customer needs to capitalize on the business referral opportunities
- Meet and exceed bank service standards, greeting and acknowledging each customer to make them feel welcome, while complying with bank procedures and security protocols
- Work with other tellers as a team to complete daily tasks while demonstrating respect and professionalism, being prompt, and supporting management as needed
- open and close accounts
- Handle transactions for customers, including check cashing, deposits, withdrawals, transfers, loan payments, cashier's checks
- Identify customer needs, provide information on new products and services, and direct customers to branch representatives as needed
- Reconcile cash drawers at the end of your shift, count and package coins and currency, turn in any excess or damaged currency to head teller
- Track, record, report, and store transactional information and special requests
- Provide a high level of customer service, offering answers and assistance

Education

- **Lebanese University, Public Health, Fanar Lebanon**
Academic License in Physical Therapy
License

2011

Skills

- Microsoft Word, Excel and PowerPoint
- Problem Solving and Decision Making
- Fluent in arabic, French and English.