

# MANUELLA JOSEPH EL-HAKIM

+961-76847823 | [manuellahakim04@gmail.com](mailto:manuellahakim04@gmail.com) | [www.linkedin.com/in/manuella-hakim](http://www.linkedin.com/in/manuella-hakim)

Birth Date: June 25, 2004, Bauchrieh, Lebanon

## Education

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### La Sagesse University

**2022 - Expected May 2025**

Bachelor of Management Information Systems with a Minor in Business Administration

### Soeurs des Saints- Cœurs Bauchrieh

**2022**

Lebanese Official Baccalaureate Certificate, Sociology and Economy

## Relevant Experience

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### *Front Desk & System Coordinator*

#### Fusion Fit Studio

**Nov 2024 - Present**

- Played a key role in the onboarding and implementation of a new management system for the studio, managed front desk operations, including welcoming clients, scheduling classes, and addressing customer inquiries.
- Utilized the studio's system to manage memberships, class registrations, and billing processes.
- Provided administrative support to the studio's team, ensuring accurate documentation and efficient operations.
- Fostered a welcoming environment by maintaining positive client relations and addressing feedback effectively.

### *Junior Web Content Executive*

#### Loolia Closet

**July - Oct 2024**

- Conducted product data entry and brand integrations on Shopify.
- Supported web content activations, ensuring alignment with marketing campaigns.
- Worked alongside the team to launch key retail activations and optimize web content.
- Assisted the sister company temporarily in the web content position after an employee's sudden resignation.

### *E-Commerce Product Entry Specialist*

#### Prototech

**May 2023 - June 2024**

- Conducted detailed product data entry for online listings based on competitor products and pricing strategies.

- Ensured accuracy and consistency across product descriptions, pricing, and specifications to maintain a competitive edge.
- Collaborated with the team to update product offerings, reflecting market trends and seasonal promotions.

### ***Executive Assistant & Office Manager***

#### **WTTS Cybersecurity**

**May 2023 - June 2024**

- Facilitated communication with company partners and new partnership opportunities.
- Organized office operations, including scheduling, supply management, and maintenance of records.
- Ensured employees' check-in/out processes and tracked official holidays.
- Managed payroll documentation and handled financial tasks, such as bill payments.
- Conducted online operations, including research, social media management, and web property updates.
- Maintained content on the company website and partner websites.
- Coordinated office logistics, such as package handling, cleaning schedules, and document filing.
- Oversaw directory site profiles and product/service-related communications.

### ***Accounting Intern***

#### **DagherAudit**

**July - Sep 2023**

- Provided administrative support for basic accounting tasks, including documentation and data entry.
- Gained foundational knowledge in financial auditing and taxation procedures.

### **Key Skills**

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- Technical Proficiency: Microsoft Office, Google Workspace, WordPress, Shopify, operational systems, HTML, CSS, JavaScript, PHP, Java, C++, C#, SQL, Databases
- Languages: English (Professional), Arabic (Native), French (Fluent, DELF B2)

### **Certifications**

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#### **Pro ATS**

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|---|------------------|
| • Taxation for Professionals                    | <b>Aug 2023</b>  |
| • Accounting, Taxation and NSSF - Level 2       | <b>June 2023</b> |
| • Auditing, Techniques and Procedures - Level 1 | <b>Mar 2023</b>  |
| • Accounting, Taxation and NSSF - Level 1       | <b>Jan 2023</b>  |

### **Volunteer Work**

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Lebanese Red Cross - Youth Center, Bauchrieh

**Feb 2020 - Sep 2021**