



Leina Esper

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Summary

With 8 years of diverse experience across multiple positions, I have developed strong communication and negotiation skills, working effectively with individuals from various age groups, including children and adults, as well as different cultural backgrounds. My adaptability and commitment to fostering positive interactions have been key in my roles. I am eager to further enhance my expertise, continuously seeking opportunities to grow both personally and professionally.

Experiences

Operation & Admin Officer at NN RENT A CAR [July 2023-Present]

- Customer service via phone call & email
- Present, promote and sell products/services using solid arguments to existing and prospective customers.
- Establish, develop and maintain positive business and customer relationships
- Expedite the resolution of customer problems and complaints to maximize satisfaction
- Check in all data on the car rental system
- Prepare tenders & quotations
- Prepare the invoices
- Drivers' schedules
- HR Role
- Liaising with the suppliers (maintenance, car parts, accessories, auto companies)

Casual worker - Data collector - Cesvi [Jan 2022-Present]

- Answering beneficiaries, questions, filling updates on the tools
- Collecting surveys by phone call & door to door
- Focus group discussion
- Responsible of contacting families for the cash for the education assistance

WFP - Cash and Livelihood Program - Casual worker - World Vision Lebanon [June 2020-June 2023]

- Filling questionnaires through household visit
- Identification and referral child protection cases in coordination with supervisor, refer Beneficiaries to specify services needed
- Distributing food kits to beneficiaries
- Briefing awareness session to beneficiaries concerning food e-card

Sweet Kitchen [Oct 2021 – Dec 2022]

- Preparing all sorts of sweets in the kitchen.

Data Entry – Nassif Group for insurance [Sep 2020-Sep 2021]

- control the numbering, sorting, filing, storing and retrieval of both electronic and hard copy documents

WFP – Enumerator - World vision Lebanon [June 2019 – December 2019]

- Giving awareness session to Liban Post / Cash united staff & beneficiaries
- Ensure the validation is going smoothly and clearly to all beneficiaries and that they all know their Results

Assistant Teacher - Dar el Sadaka ECE Department – World Vision Lebanon [September 2018-june 2019]

[Oct 2021-Jan 2022]

- Preparing Lesson Plan for the learning Cycle
- Ensuring that minimum standards of Education in emergencies are considered
- Preparing the ECE educational material (posters, decoration, educational games...)
- Ensuring children's safety and protection, referral all cases that need
- Tracking, reporting on activities and filing

Waitress – Z Burger House [Oct 2018 – December 2019]

Executive Assistant – Attorney Office [January 2018- September 2018]

- Managing schedule & meetings, preparing reports
- Office management
- HR role (Attendance sheet, annual leave report, job offers)

Teacher – Hadanit Al Tofil – Zahle [September 2016 – June 2018]

- Home room teacher for grades 4 and 6

Education

Psychology-Lebanese University [Oct 2021-Present]

Bachelor degree in Social Sciences — Lebanese University [March 2020]

Baccalaureate second part in Sociology & Economics- Collège Christ-roi [2015]

Skill Highlights

- | | |
|--------------------------|-------------------------------|
| ♦ Time management | ♦ Communication skills |
| ♦ Microsoft office | ♦ Multitasking |
| ♦ Working under pressure | ♦ Controlling and Flexibility |
| ♦ CRM (Zoho) | |

Languages

Arabic - Native

English - Good

French - Basic

Certifications & Trainings

HOPe (House of peace) [June 2023] Training

about conflict sensitivity

Monde En Crise Association Libanaise De Therapies [June 2023]

Peace Psychology in Region Conflicts – Lebanese Order of Psychologists [May 2023]

Michel Daher foundation [2021]

Attended “The Career Bridge” program that includes: CV writing, communication skills, problem solving skills, leadership skills, time management

Chamber of commerce Zahle [2020]

Training about food safety, basic IT, community skills

World vision

Malnutrition screening training (IOCC) [2023]

Trainings related to education, child protection, and disability Inclusion, GBV [2018-2019]