

Zeinab Shehadeh

Human Resource Management Graduate

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Summary

A dedicated and detail-oriented Human Resource Management Graduate with 6 months of diverse internship experience in administrative support, human resources, and customer service within the insurance, consultancy, and banking sectors. Proven ability to manage administrative tasks, review and revise company policies, and support business development initiatives. Adept at building and maintaining long-term customer relationships and providing exceptional client service. Strong skills in recruitment, data entry, and handling various administrative functions efficiently. Seeking to work in an environment that is conducive to my intellectual, professional, and personal growth, where I can contribute significantly to the growth of the team/organization with strong experience and expertise leading to success.

Experience

Administrative Internship – 03/2024 to 04/2024

Royal Insurance Company, Lebanon

- Managed insurance policies and reviewed insurance applications for accuracy, ensuring compliance with company standards.
- Prepared management and accounting documents, contributing to the efficient operation of the department.
- Checked emails and directed customer inquiries, providing prompt and courteous responses.
- Performed data entry tasks, accurately inputting customer details and policy information.
- Supported various administrative functions to maintain organized and efficient office operations.

Administrative – Human Resource Internship – 03/2023 to 05/2023

Etcetera-Educational Teaching Consultancy, Lebanon

- Utilized recruitment skills to source through CVs, conduct interviews, and enhance candidate experience.
- Reviewed and revised company policies to ensure they met current business needs and legal requirements.
- Handled administrative tasks such as scheduling, invoicing, collections, business and target planning, and aftersales services.
- Developed business development plans, including marketing strategies and setting growth and sales goals.
- Assisted in the planning and execution of various HR initiatives and projects to support organizational growth.

Customer Service Internship – 08/2019 to 09/2019

Bank Audi, Lebanon

- Developed and sustained long-term customer relationships through excellent service and support.
- Processed customer orders by filling out new account applications accurately and efficiently.
- Provided detailed instructions to clients, ensuring they understood the bank's services and processes.
- Demonstrated patience and politeness, remaining by clients' sides throughout their interactions with the bank.
- Assisted in resolving customer issues and inquiries, contributing to high customer satisfaction.

Teller Internship – 07/2019

BSL Bank, Lebanon

Education

Diploma in Digital Marketing – 2025

CIS College - Lebanon

Master of Business Administration (MBA) in Human Resource Management – 2022

American University of Science & Technology, Lebanon

Workshops

Canva Program Workshop, CIS College – 2025

- Gained hands-on experience in creating professional designs for print and digital marketing.
- Learned advanced features of Canva Pro including custom templates, animations, and resizing tools.
- Designed a wide variety of assets, including social media content, presentations, infographics, and email templates.
- Collaborated with peers to create consistent branding and marketing materials, applying best practices in graphic design.

Human Resources Program Workshop, Learn Business Center – 2024

- Talent Retention Workshop (Aim of Talent retention, Elements, HR role in Talent Retention)
- Training and Development Workshop (Purpose of Talent and development and HR roles, Process and sources of Training)
- Performance Management Workshop (Aim and process of performance management, HR role in performance management, types of performance appraisal, How and when to give a positive or constructive feedback).

Payroll Workshop, Learn Business Center – 2024

- Law of NSSF in Lebanon
- Register employees in NSSF
- Calculation CNSF for all employees
- Fill monthly, quarterly, and yearly declaration form to NSSF

Skills & Expertise

- **Digital Marketing Skills:** SEO (Search Engine Optimization), PPC (Pay-Per-Click) Advertising (Google Ads, Facebook Ads), Content Marketing & Strategy, Social Media Marketing (Facebook, Instagram, LinkedIn, Twitter), Email Marketing (Mailchimp, HubSpot), Google Analytics & Data Analysis, Conversion Rate Optimization (CRO), Branding & Positioning, Lead Generation, A/B Testing & Campaign Optimization, Content Creation (Canva, Adobe Creative Suite).
- **Leadership & Management Skills:** Leadership & Team Management, Talent Management, Recruitment and Interviewing, Account Management, Policy Review and Revision, Business Development, Strategic Planning, Decision Making.
- **Customer & Relationship Management:** CRM System Management, Aftersales Services, Customer Service.
- **Operational & Organizational Skills:** Planning & Organization, Scheduling and Invoicing, Time Management, Budgeting & Forecasting, Problem Solving, Adaptability.
- **Technical Skills:** HRIS Knowledge, Microsoft Office Suite, Recruitment Software, Cash Handling, Insurance Policy Management.

Languages

Arabic: Native | **English:** Fluent