

Carmel Chaaya Bezjian

Account Manager
Lebanese - Swedish

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About ME

Account manager with several years of experience in customer service, B2B relations and operations management. Proven ability to streamline operations, drives business growth, and enhances customer satisfaction. Exceptional leadership, problem-solving, and communication abilities. Expertise in strategy development, relationship building, and managing key projects.
Constantly seeking new opportunities to grow and bring value through innovation and effective solutions.

Work History

Lernia www.lernia.com

Feb. - March 25

Matching Coordinator - Contract

- Guide and match participants to achieve and ensure progress toward their goal for employment or education.
- Built and maintain relationships with employers and handle sales contacts for services offered.
- Manage administrative tasks using Workbuster and reporting to the Public Employment Service.

Lernia www.lernia.com

Jan. - April 25

Account Manager – LIA2

- Matched candidates with employers, assuming the roles of both mentor and matching coordinator. Conducted individual meetings, workshops, and group activities to support participants via Teams.
- Establish employer contacts and organize recruitment events and job fairs.
- Gain insight into the organization's strategy, finances, and logistics.
- Rotation between multiple offices, gaining broad experience across different environments.

Segula Technologies www.sverige.segulatechnologies.com

Jan. - May 24

Account Manager – LIA 1

- Conducting research to understand the business model, consultants, and client base.
- Networking and aligning with key stakeholders, acquiring relevant contact information.
- Prospecting through cold calls, emails, LinkedIn outreach, and scheduling meetings.
- Achieving weekly target goals and effectively matching consultants to job assignments.
- Participating in client and partner meetings to learn industry-specific discussions and best practices.
- Contributing to strategic pricing, margin analysis, and overall industry insights.

Embassy Of Lebanon – Stockholm www.lebanonembassy.se

2016 – Current

Operation Specialist - Customer Services , Covering all Scandinavian Countries.

- Monitor day-to-day operations, ensuring the accurate issuance of visas and passport applications. Develop and implement quality control measures to improve process efficiency.

- Maintain Communication with Competent authorities to ensure adherence to protocols across key points.
- Assist Top Management in developing, planning and coordinating operational activities.
- Coordinate with customers to achieve their legal demands for issuance of the Power of Attorney.
- Management for legal documents (Claims, Litigation correspondence.)
- Prepare and present financial and performance reports.
- Customize and Update for Embassy website.
- Management yearly events (Lebanese Diaspora Event, Independence Day, Parliament Elections...)

MAN Enterprise Holding - Beirut www.manenterprise.com 1999 - 2014

A global leader in the Construction Industry with a wide range of large-scale developments in different sectors and locations in the Mena region.

Head of Administration and Human Resources 2007 – 2014

- Coordinate and participate in recruitment process.
- Manage employee's compensation and benefits with yearly review of salary scale and benefits plan.
- Analyze and evaluating staff by performance appraisal reports.
- Processed employee promotions or terminations.
- Manage onboarding process for new joiners.
- Maintain policies and procedures.
- Manage training budget and execution.
- Drafting of employment contracts and submission of financial yearly contractual reports.
- Initiate and maintain strategic projects designed to enhance the effectiveness of the admin functions.
- Managing offers from suppliers to ensure efficient administrative cost based on yearly budget with continuation and enhancement of services.
- Managing relationship with external stakeholders such as governmental institutions by insuring adherence to official and legal requirements.
- Organizing and managing company events.

Senior Accountant 1999 - 2007

- Bank, customer and suppliers accounts reconciliation
- Issuing LC / LGs
- Issuing projects Profit & Loss
- Issuing financial reports to the Top Management.
- Reporting Project's BOQ, Budgeting and Cost Control
- Managing Staff and Labors monthly and periodically payroll.
- Managing and submitting payroll financially for legal institutes.

KSS Pour la Sécurité - Beirut 1997 – 1999

A commercial company dealing with all kind of security equipment's as well as the official representative of Bombardier - Canadair in Lebanon

Administrative Manager

- Issuing administrative work and Organizing related seminars and events.

Accomplishment

- Developing employee's compensation and benefits processes at corporate level.
- Implementing of new promotional and salary scale strategy.
- Implementing of new accounting software.
- Restructuring chart of account based on new company policy.

Education

FEI - Higher Vocational School www.fei.se 2023 - 2025
Account Manager

Academic Power – Botkyrka Kommun 2015
Swedish language education for expatriate graduates, focusing on background skills.

SHRM Learning System, Virginia www.shrm.org 2012
Senior Professional Human Resources

Pigier www.pigier.com 1996 - 1999
Business Management – Banking and Finance

CERTIFICATION

- 2025 – Threats and violence in close relationships and information and security – Lernia
- 2025– GDPR basic course, GDPR for education and matching – Lernia
- 2025 – Membrain Software - Customer Relationship Management Tools
- 2023 – Digital transformation for accounting consultant. – Stockholm School of Business
- 2020 – Visma Software - Financial and Accounting Systems
- 2019 – Swedish driving license - B
- 2012 - ISO 2000 Awareness
- 2011 - Employee Benefit Plan
- 2011 - Negotiation Techniques
- 2009 - The complete HR Cycle
- 2007 - Gem 7, Strategic compensation
- 2006 - The joint and several guarantees and the stand by LC & LG

Skills

- Salesforce, MS Office, Spreadsheets, Mena HRMS, Softmind, Visma
- Strong Communication, Leadership, Problem-Solving, Organizational Proficiency, Analytical Thinking, Fast Learner. Strong ability to quickly adapt to new environments and challenges.

Award

- Award of recognition from Bombardier – Canadair.
- Award of recognition for 15 valued years of dedication to MAN Holding core values.