

Nancy Al Masry

Lebanon | +961 76866262 | nancyk.almasry@gmail.com

Professional Summary

Aspiring HR specialist with a strong foundation in administrative operations, customer service, and digital communication. Proven ability to enhance organizational efficiency through streamlined processes, exceptional interpersonal skills, and a results-driven approach. Skilled in fostering team collaboration, resolving customer inquiries, and managing online presence. Currently pursuing a Bachelor's degree in Human Resources Management with a passion for people development and organizational success.

WORK EXPERIENCE

Balad To Build Association – Lebanon Administrative Officer **Aug - Oct 2024**

- Spearheaded daily administrative functions, ensuring smooth workflow and timely task completion
- Optimized documentation processes and schedules, improving departmental productivity
- Enhanced internal communication and team coordination for effective operations

Cybervisionsolutions – Lebanon Social Media Manag **April- June 2024**

- Developed and managed social media campaigns to boost brand visibility
- Provided detailed performance reports and improved engagement through data-driven strategies

Xtreme-Hunter – Lebanon Customer Service Representative **Feb 2022- Dec 2023**

- Handled customer queries and complaints efficiently, achieving 95% issue resolution on first contact
- Maintained accurate records to ensure service transparency
- Built and retained strong customer relationships through personalized support

EDUCATION

Bachelor's in Human Resources Management **Oct 2023- July 2025**
American University of Science & Technology (AUST)

High School Diploma **Sep 2020- June 2023**
Kab Elias High School – Lebanon

Certificates

Nomu x Khotwa Program

- Microwork Training Certificate

Pixels

- Content Writing Certificate

Coursera (AI Specialization)

- AI for Everyone
- Generative AI for Everyone
- Technologies and Platforms for Artificial Intelligence

AI Business & the Future of Work DOT

- AI for social impact
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CORE COMPETENCIES

- Administrative Operations
 - Customer Service Management
 - Social Media Strategy
 - Team Collaboration
 - Documentation & Scheduling
 - Event Coordination
 - Communication & Interpersonal Skills
 - HR Fundamentals
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TECHNICAL SKILLS

- Microsoft Office Suite
 - Social Media Tools
 - Data Entry & Filing Systems
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LANGUAGES

- Arabic: Native
- English: Proficient