

NOUR BALTAJI

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Professional Summary

Detail-oriented and driven administrative professional with experience in business operations, customer service, event coordination, and workflow optimization. Proven ability to manage teams, streamline administrative processes, and support decision-making. Passionate about personal development, organization, and contributing to impactful projects.

Relevant Experience

Administrative Assistant

Al Afak for the German Language – Tripoli, Lebanon

Sep 2024 – Jan 2025

- Managed student registration, inquiries, and customer consultations for language and visa services.
- Oversaw front-desk operations in a new branch, improving student experience and workflow.
- Built an automation tool saving student data from Excel to phone contacts, reducing manual work.
- Participated in internal meetings and contributed to data analysis and decision support.
- Helped establish new policies for student attendance and center operations.

Assistant to Manager

BEA Technology – Tripoli, Lebanon

Aug 2023 – Nov 2023

- Supported daily planning, team performance tracking, and workflow coordination.
- Represented the company at external meetings and industry events.
- Conducted interviews with potential team members and partners.
- Reported on team behavior and progress, aiding in strategic improvements.

Operations Manager

Tartoussi Copper – Tripoli, Lebanon

2022 – 2023

- Oversaw daily retail and manufacturing workflows, and ensured smooth operations.
- Managed worker schedules, payroll, and supply procurement.
- Handled customer relations and coordinated with external manufacturers.

Exhibition Manager / Sales Representative
Tartoussi Copper – India & Lebanon
Various Dates (2023–2025)

- Managed logistics, staff, and finances across multiple international trade exhibitions.
- Represented Lebanon in international settings, handling media and customer interactions.
- Supervised sales, team responsibilities, and day-to-day operations on-site.
- Built networks with international partners and buyers.

Education & Training

Bachelor's in Management Information Systems
Lebanese University, 2018 – 2022

Front-End Development Bootcamp
RE:CODE, 2021

Skills

- Administrative Support & Organization
- Customer Service & Communication
- Process Optimization & Automation
- Data Entry & Analysis
- Multitasking & Team Coordination
- Event Planning & Operations
- Tech: Excel, Google Workspace, Basic Web Tools

Languages

Arabic (Native)
English (Intermediate)
French (Basic)

References

Available upon request.