

# Bassam Elias Jarjoura

+961 70602978

Beirut, Lebanon

Beirut, on July 30, 1989

Email: [bassamjarjoura12@gmail.com](mailto:bassamjarjoura12@gmail.com)

LinkedIn: [www.linkedin.com/in/bassam-jarjoura-](http://www.linkedin.com/in/bassam-jarjoura-)

## OBJECTIVE

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**Field Work | Logistics | Customer Service | Management & Administration | Accounting**

I present myself as well versed experienced worker with 10+ years of experience in Companies, NGOs, Institutions and Service Businesses. I held roles (locally and abroad) as a manager, on field focal point, and administrative personnel leading and supporting on the achievement of the organizational objectives. I aspire to obtain a career in your reputable company, where I can secure a challenging position to expand my learning, knowledge, and skills.

## EDUCATION AND QUALIFICATIONS

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<b>From 10/2014-06/2016</b>	<b>Lebanese University</b> Faculty of Letters and Human Sciences Social Psychology	<b>Fanar, Lebanon</b>
<b>From 09/2008-06/2010</b>	<b>Arts, Science and Technology university (AUL)</b> Faculty of Business Administration Business with emphasis in Accounting	<b>Sin El Fil, Lebanon</b>

## EXPERIENCE AND PROJECTS

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<b>03/2022-to present</b>	<b>Beirut, Lebanon</b> <b>Info Pro (in collaboration with USAID, World Food Program, and World Bank)</b> Field Coordinator & Data Collector	<ul style="list-style-type: none"><li>• Manage admission's database system, consistently updating information, adding new inquiries.</li><li>• Monitor and manage the data system to address specific informational requests, evaluate, assist and analyze using statistical techniques and provide ongoing reports and data extraction.</li><li>• Assist with all aspects of data analysis and support with key role in ensuring the functional master data integrity across the operation.</li><li>• Support and train operations staff in analyzing common assessments and other relevant district data using appropriate technology tools.</li><li>• Organize events, coordinate with other event organizers, &amp; ensure proper implementation of the field work</li></ul>
<b>04/2017-11/2021</b>	<b>Hawa Chicken</b> Customer Service and Data Entry	<b>Beirut, Lebanon</b> <ul style="list-style-type: none"><li>• Handle customer complaints, provide solutions and follow up to ensure resolution.</li><li>• Build sustainable relationships and trust with customers through open and interactive communication.</li><li>• Compile, verify accuracy and sort information according to priorities to prepare data for computer entry.</li><li>• Generate reports, store completed work in designated locations and perform backup operations.</li></ul>
<b>09/2015-02/2016</b>	<b>Lebanese Football Association</b> Office Administrative Assistant	<b>Beirut, Lebanon</b> <ul style="list-style-type: none"><li>• Follow up the reservations of the tickets and Hotels in/outside Lebanon for the Teams crew.</li><li>• Book travel arrangements, Assist in the preparation of regularly scheduled reports.</li><li>• Organize and schedule meetings and appointments.</li></ul>

- Maintain contact lists, Answer and direct phone calls, receive and send emails, Develop, maintain a filing system and archiving.
- Order office supplies, Submit and reconcile expense reports.

**05/2013- 05/2014**

**Krekar Company**  
Camp Boss and Field Supervisor

**Irbil, Iraq**

- Customer service Technical support.
- Send emails and daily reports to the head office in Erbil and Beirut on a daily basis and suggest new ways for improvement of services.
- Attend weekly meetings with the CEOs and general managers of the camp companies.
- Executive assistant tasks including but not limited to (procurement inventories – invoices – P.O.Bs – P.Os– daily attendance – prepare and pay salaries – trainings for new employees).
- Responsible of materials in the field and camp as a stock keeper.

**09/2011-05/2013**

**Hawa Chicken**  
Assistant Manager

**Beirut, Lebanon**

- Coordinate retail store operations.
- Ensure store schedules and objectives are made by the employees.
- Evaluate employee performance and identify hiring and training needs.
- Create reports, analyze and interpret retail data, like revenues, expenses and competition.
- Track the progress of weekly, monthly, quarterly and annual objectives

**08/2010-09/2011**

Accounting Cashier

- Handle cash, credit or check transactions with customers.
- Resolve customer complaints, guide them and provide relevant information.
- Managing petit cash account.

**09/2008-07/2010**

**Phoenicia Intercontinental Hotel**  
House Keeping Supervisor

**Beirut, Lebanon**

- Recognize and identify a problems and implement solutions for the customers.
- Schedule shifts and arrange for replacements in cases of absence.
- Persuaded, or convince individuals or groups with ideas and put effort for success to reach goal.
- Work well with people having different ethnic, social, or educational backgrounds.

## **SKILLS AND LANGUAGES**

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### **Languages:**

- Fluent in Arabic, English, and French

### **Software skills:**

- Microsoft Office (Word, Power Point, Excel)

### **Soft Skills:**

- Communication, Organizational, Public Speaking, Leadership, Detail oriented, and Good Time Management