



# RAYAN AKAWI

Beirut, Lebanon.

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HR and Business Management graduate with expertise in human resources, customer service, and administration. Skilled in recruitment, employee relations, and organizational support, with the goal of driving business growth and employee engagement.

## Professional Experience

### Valet Parking One Company, Hamra Human Resources (HR) Manager

10/24 - 06/25

- Managed HR operations including recruitment, onboarding, payroll, and employee relations.
- Oversaw full-cycle recruitment, onboarding, and training processes.
- Managed payroll, attendance, and employee records with accuracy and confidentiality.
- Resolved employee relations issues, conflicts, and disciplinary actions.
- Collaborated with management to improve employee retention and job satisfaction.

### AlGhandi Insurance, Baabda Sales and Insurance Expert

01/22 - 04/24

- Provided customer support and administrative assistance in insurance services, handling client inquiries, processing claims, and ensuring compliance with company policies and industry standards.
- Handled insurance policies, renewals, endorsements, and claims processing with accuracy and attention to detail.
- Delivered customer service by resolving client inquiries, explaining policies, and providing policy information updates.
- Supported sales and underwriting teams by preparing quotations, proposals, and policy documentation.

### Catfish Company, Corniche Al Mazraa Office Manager

08/20 - 12/21

- Managed daily office operations, administrative support, and team coordination.
- Managed office operations including scheduling, correspondence, and documentation.
- Coordinated meetings, travel arrangements, and calendars for management and staff.
- Maintained office supplies, equipment, and vendor relations to support daily business activities.
- Handled incoming calls, emails, and inquiries, providing professional communication with clients and partners.
- Prepared reports, meeting minutes, and administrative documents with accuracy and attention to detail.

## Education

### Lebanese International University (LIU) Master's Degree in Human Resources Management

09/21 - 05/23

- Specialized in HR strategy, talent management, and organizational development.

### Lebanese International University Bachelor's Degree in Business Management

09/18 - 06/21

- Focused on management principles, business strategy, and organizational leadership.

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## Key Skills

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- Core HR Skills
  - Human Resources Management
  - Recruitment & Talent Acquisition
  - Employee Relations & Engagement
  - Performance Management
  - HR Policies & Compliance
  - Training & Development
- Business & Management Skills
  - Office & Business Administration
  - Customer Service Excellence
  - Project & Time Management
  - Conflict Resolution & Problem-Solving
  - Communication & Team Collaboration
- Technical Skills
  - Microsoft Office Suite (Word, Excel, PowerPoint)
  - Google Workspace (Docs, Sheets, Drive)
  - HRIS Systems
  - CRM Platforms
  - Social Media Tools

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## Projects

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### Employee Engagement Strategy (Master's Project)

- Developed a comprehensive HR strategy to improve employee engagement and retention.
- Conducted surveys, analyzed data, and presented actionable solutions to management.
- Applied HR analytics tools for performance measurement.

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## Interests

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- Traveling and exploring cultures
- Social media and digital trends
- Swimming and fitness

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## References

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Available upon request