

Rinad Mahmoud

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Profile

Front-desk professional with an NGO accountability background. Comfortable greeting and guiding visitors, screening calls, coordinating deliveries, and keeping clear logs. Strong Arabic–English communication; confident with MS Office and Google Workspace. Calm and organized in busy settings.

EDUCATION

B.A. Psychology — Lebanese University, Beirut (2020–2023)

EXPERIENCE

ACTED — Accountability Assistant

Beirut, Lebanon | Aug 2025 – Present

- Front-desk feedback intake: greeting visitors; hotline/WhatsApp screening; routing to tenants/focal points.
- Accurate COMPFU logging; follow-up to closure; concise incident notes; confidentiality maintained.
- Information provision (entitlements/IEC); professional, discreet interaction with diverse visitors.

CARE International — Accountability Associate

Beirut, Lebanon | Jun 2025 – Sep 2025

- Helpline coverage; feedback box collection; categorization and timely routing to teams.
- Visitor wayfinding during events; basic schedule/appointment coordination.
- Google Workspace trackers for follow-ups (Gmail/Sheets/Docs/Drive).

ICMC — Case Processor (USRAP)

Beirut, Lebanon | Apr 2023 – Apr 2025

- Reception support during USCIS circuit rides: queue management, appointment reminders, check-ins.
- Call/email screening; professional Arabic–English communication with applicants and partners.
- Excel logs and document control; accurate records; respectful front-of-house conduct.

ADDITIONAL EXPERIENCE (SELECTED)

Save the Children — WASH & Shelter Volunteer (May 2025 – Present): distribution desk flow; crowd guidance; courier liaison; issue reporting; tidy front-of-house.

World Vision — Facilitator (Jul 2022 – Jan 2023): session sign-in desk; venue setup; participant guidance; KOBO/Sheets attendance logs.

IDRAAC — Outreach Worker (Nov 2021 – Feb 2023): walk-in intake; information & referrals; confidential, respectful customer care.

KEY SKILLS

- Arabic–English communication • Visitor greeting & routing
- MS Office (Outlook, Word, Excel) • Google Workspace (Gmail, Sheets, Docs, Drive)
- Visitor/delivery/incident logs • Accurate data entry • Basic reporting
- Facilities checks • Tidiness follow-up • Maintenance/security issue reporting
- Time management • Multitasking • Professional presence • Calm under pressure
- On-the-spot problem solving • Basic decision-making

TRAINING & CERTIFICATIONS (SELECTED)

- PSEA & Child Safeguarding — Agora
- Psychological First Aid — Canadian Red Cross
- AAP & Accountability — CARE International

LANGUAGES

Arabic — Native | English — Professional