

Nancy Al Masry

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Professional Summary

A dedicated Human Resources Specialist with a Bachelor's degree in Human Resources Management. Possesses a strong foundation in administrative operations, customer service, and digital communication. Demonstrates proven ability to improve organizational efficiency through streamlined processes, strong interpersonal communication, and a results-oriented approach. Skilled in fostering teamwork, addressing employee and customer inquiries, and managing internal and external communications. Committed to people development, employee engagement, and driving overall organizational success.

Work Experience

Human Resource officer - Sama Chtaura	August 2025- Current
<ul style="list-style-type: none">• Led end-to-end recruitment, onboarding, and employee documentation processes.• Administered attendance, payroll coordination, and workforce scheduling with precision.• Implemented HR policies and compliance initiatives while promoting a culture of professionalism and engagement.	
BaladToBuildAssociation – Lebanon Administrative Officer	Aug - Oct 2024
<ul style="list-style-type: none">• Spearheaded daily administrative functions, ensuring smooth workflow and task completion• Optimized documentation processes and schedules, improving departmental productivity• Enhanced internal communication and team coordination for effective operations	
Cybervisionsolutions – Lebanon Social Media Manager	April- June 2024
<ul style="list-style-type: none">• Developed and executed comprehensive social media strategies to strengthen brand visibility• Managed content creation, scheduling, and analytics to optimize performance.• Collaborated with cross-functional teams to support digital campaigns, enhance client communication, and maintain a consistent online brand identity.	
Xtreme-Hunter – Lebanon Customer Service Representative	Feb 2022- Dec 2023
<ul style="list-style-type: none">• Handled customer queries and complaints efficiently, achieving 95% issue resolution.• Maintained accurate records to ensure service transparency.• Built and retained strong customer relationships through personalized support.	

Education

Bachelor's in Human Resources Management American University of Science & Technology (AUST)	Oct 2023- July 2025
High School Diploma Kab Elias High School – Lebanon	Sep 2020- June 2023

Certificates

Talenzia :

- The HR Apprenticeship Program Training Course

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

Nomu x Khotwa Program :

- Microwork Training Certificate
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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
 - Google Workspace
 - Microsoft Teams & Outlook
 - Canva
 - Trello
 - LinkedIn
 - HRIS
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Languages

- Arabic: Native
- English: Proficient