

Hala Kansoh

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Experiences

Help Desk Officer

Lebanese Red Cross ,[2022-2025]

- Provided friendly and accurate information, guidance, and support to visitors at the LRC help desk.
- Managed visitor flow and ensured proper referrals to the appropriate teams, departments, or services.
- Assisted the supervisor/department head with daily administrative and coordination tasks.
- Handled basic logistics such as organizing documents, managing forms, and maintaining desk operations.
- Ensured a professional and welcoming environment for all beneficiaries and visitors.

Volunteer – Disaster Management Team

Lebanese Red Cross , [2019] – [2024]

- Participated in emergency response operations, providing aid and support to affected communities.
- Developed a strong passion for service through helping individuals in crisis situations.
- Learned to work effectively in high-pressure environments and as part of a multicultural team.
- Promoted humanitarian values and helped educate others about disaster preparedness.
- Strengthened interpersonal and communication skills through community outreach and collaboration.
- Led and managed a displacement center during the war, providing shelter and care for over 100 displaced families

SKILLS

- MS Office (Word, Excel, PowerPoint, Outlook)
- Conflict resolution and problem-solving
- Friendly and professional communication
- Team collaboration in fast-paced environments

- Flexibility and adaptability in dynamic situations
- Strong time management and organizational skills

EDUCATION

Lebanese University | Beirut, Lebanon

2020-2024

Bachelor's Degree in Computer Science

LANGUAGE

- Arabic (Native)
- English (Fluent)
- French