

# Amjad Matar

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Executive Department Manager

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## SUMMARY

Executive Department Manager with 9+ years of experience providing high-level executive support, streamlining operations, and coordinating global administrative functions. Proven record of supporting senior leadership, managing department-wide operations, and delivering seamless travel, expense, and event coordination. Skilled in policy compliance, reporting, and stakeholder management across distributed teams. Recognized for balancing strategic planning with hands-on execution to ensure smooth business operations in complex, multicultural environments.

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## PROFESSIONAL EXPERIENCE

### Executive Department Manager

**International Rescue Committee (IRC)** — Jan 2023 – Present | Beirut, Lebanon and Amman, Jordan

- Provide direct **executive assistant support** to the Regional Vice President, including high-level scheduling, correspondence, expense tracking, and board-level documentation.
- Oversee regional **administrative operations**, with the Admin department indirectly reporting, supporting office operational needs, budget planning, and staffing requirements.
- Coordinate **international travel logistics** for leadership, managing visas, itineraries, and expense compliance with 98% accuracy.
- Plan and execute **regional and international events**, from quarterly leadership meetings to large cross-country gatherings.
- Develop reporting processes and track key operational metrics, improving accountability across regional teams.
- Lead operational support for **office relocations** ensuring minimal disruption.
- Act as a central liaison between Country Directors, the Regional Vice President, and HQ, fostering strong communication across distributed teams.

### Senior Administrative Officer

**International Rescue Committee (IRC)** — Feb 2020 – Jan 2023 | Beirut, Lebanon

- Served as focal point for legal teams, handling **50+ high-priority travel and documentation cases**.
- Managed **end-to-end travel coordination** and venue bookings for senior leadership and program teams
- Oversaw office operations, optimizing workflows that improved team efficiency by **30%**.
- Supervised procurement and vendor processes, ensuring 90% compliance with organizational policies.

- Coordinated admin payments and reporting, improving transparency and accountability across the region.

## **Reservations & Client Relations Manager**

**Monroe Hotel** — *Jan 2019 – Nov 2019 | Beirut, Lebanon*

- Directed reservations and guest services, achieving a **96% satisfaction rate**.
- Designed staff training and performance tracking systems that boosted productivity by **38%**.
- Improved cross-departmental coordination through IT and operations process enhancements.

## **Guest Relations and Reservations Supervisor**

**The Smallville Hotel** — *Aug 2016 – Dec 2018 | Beirut, Lebanon*

- Supervised guest relations, ensuring a **97% guest retention rate**.
- Coordinated administrative support for events, scheduling, and documentation.
- Implemented centralized reporting tools, improving interdepartmental efficiency by **21%**.

## **Sales & Events Associate**

**LUSH** — *Jul 2013 – Jul 2016 | Beirut, Lebanon*

- Coordinated marketing campaigns, retail events, and customer engagement activities.
- Supported administrative functions for performance tracking and staff training.
- Trained and mentored junior staff in customer relations and service delivery.

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## **EDUCATION**

### **Bachelor's Degree in Business Management**

American University of Culture and Education — *2014 – 2016*

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## **CERTIFICATES & TRAININGS**

- **Business Writing Certificate** – Cornell SC Johnson College of Business
- **Administrative & Team Leadership** – Harvard Business School Online (Compass Cohort)
- **Elements of AI for Business** – MinnaLearn

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## **SKILLS**

- **Administrative & Executive Support:** Scheduling, Documentation, Business Travel Logistics, Expense Management and Per Diems, Event Coordination
- **Operations & Processes:** Workflow Optimization, Reporting, Policy Compliance, Office Relocations, Budget Planning, Corporate Operations, Supplier Management
- **Tools:** Microsoft Office, Google Workspace, Kayan, BVA, Workday

- **Soft Skills:** Stakeholder Management, Cross-Functional Collaboration, Staff Supervision, Communication Excellence
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## **LANGUAGES**

- Arabic (Native)
- English (Fluent)