

Zahra Khalil

Human Resources

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Strategic and people-driven Human Resources Manager with over 11 years of HR experience and 5 years in operations, known for designing and implementing HR strategies that enhance performance, engagement, and retention. Skilled in recruitment, talent management, compensation and benefits, performance management, and HR policy development, with proven success in aligning people strategy with business goals. Recognized for strong leadership, communication, and change management skills, fostering inclusive, high-performing workplace cultures across hospitality, corporate, and start-up sectors.

Key Achievements

- Reduced time-to-hire by 30% and increased candidate quality by 25%.
- Enhanced onboarding and training processes, decreasing new-hire turnover by 20%.
- Implemented HR policies and engagement programs that improved employee satisfaction scores across multiple teams.
- Successfully aligned HR operations with executive goals, supporting long-term organizational development.
- Enhanced positive workplace culture, professional motivational and engagement programs.

Professional Experience

HR Lead ME Region | Hoist Tech Company, Beirut, Lebanon | Nov 2025 – Present

- Define talent needs with hiring managers' collaboration to identify critical roles and skill sets required, communicate with Global recruiters and ensure a seamless onboarding experience for new hires.
- Coordinate yearly performance review and the training programs planning & execution within ME region, following the global template and guidelines.
- Implement engagement programs, surveys, and activities to enhance employee morale, satisfaction, and overall well-being.
- Analyze HR metrics to provide insights and recommendations for enhancing HR strategies and addressing organizational challenges.
- Collaborate with finance and leadership to manage compensation structures, benefits packages, and incentive programs that attract and retain top talent.
- Evaluate, implement, and manage HR technology solutions to streamline processes and enhance data accuracy and reporting capabilities.

HR Manager | Spectrum Hospitality Group, Beirut, Lebanon | Jun 2023 – Sep 2025

- Developed and implemented HR policies and strategies to enhance organizational performance and employee engagement.
- Managed full-cycle recruitment and onboarding processes, ensuring alignment with company culture and objectives.

- Facilitated conflict resolution and led employee relations initiatives to maintain a positive work environment.
- Designed targeted training programs to develop competencies and improve retention.
- Ensured HR compliance with Lebanese labor law and managed compensation and benefits programs.

HR Manager | Ecomz, Beirut, Lebanon | Dec 2020 – May 2023

- Developed effective employee engagement strategies and performance systems to enhance collaboration.
- Transformed onboarding processes, resulting in higher retention and employee satisfaction.
- Instituted a continuous feedback system to monitor engagement and career growth.

HR Manager | Golden Tulip Galleria Hotel, Beirut, Lebanon | May 2018 – Feb 2020

- Managed end-to-end recruitment strategies reducing time-to-hire by 30%.
- Implemented a performance management system improving team accountability.
- Enhanced workplace culture and professional development programs.

HR Executive | Beirut Souks Cinemacity, Beirut | Apr 2016 – Apr 2018

HR Officer | Lancaster Tamar Hotel, Beirut | Mar 2015 – Apr 2016

HR Coordinator | Fawaz Holding, Beirut | Jun 2013 – Feb 2015

Front Desk & Reservations Supervisor | Legend Hotel, Beirut | Sep 2009 – Jun 2013

Accountant | Niman for Investment, Beirut | Feb 2009 – Aug 2009

Education

- BA, Hospitality Administration/Management – American University of Science & Technology – 2006–2010

Certifications

- Performance Management Workshop (July 2025)
- Staff Complaint Management Workshop (May 2025)
- Recruitment Toolkit Workshop (April 2025)
- Build and Manage High Impact Teams (June 2023)
- Building Accountability and becoming results oriented (May 2023)
- Rolling Out a Diversity and Inclusion Training Program (Nov 2022)
- Building Inclusive Work Communities (Nov 2022)
- Be a Better Manager by Motivating Your Team (Nov 2022)
- People Analytics (Nov 2022)
- Competency-Based Management – How HR Changed Forever (Oct 2017)
- Mini MBA, Human Resources Management – Academy of Global Business Advancement (AGBA), USA – Oct 2017

Key Skills

Recruitment & Talent Management, Employee Engagement, Performance Management, Compensation & Benefits, Training & Development, Organizational Development, Employee Relations Management, Labor Law Compliance, Leadership & Social Influence, Conflict Resolution, Creative Thinking, Resilience, Flexibility & Agility, Curiosity & Lifelong Learning, Analytical Thinking.

Languages

Arabic (Native), English (Fluent), French (Intermediate)