

Maha Semaan

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Languages: Arabic, English, French

A hardworking individual with the ability and eagerness to overcome diverse tasks in an appropriate manner. Highly self-motivated and well capable of achieving any goal for not saying task. Able to work successfully individually, as well as in a team.

Education

Political & Administrative Sciences | B.A. & M1

Lebanese University | Jal El Dib | 1999

Diplomas

- **English Teaching** – ALLC International House Beirut (2000)
- **Microsoft Office** – TLC (2006)
- **NGO Project Management** – IABC (2015)

Professional Certificates

- **Advanced Project Management Fundamentals** – ESA – In Progress
- **CPV: Leadership: Creating Public Value** – HarvardX – Online Learning (2025)
- **CPD Certified TOT** – Mind Navy (2025)
- **Professional Management Program** – IABC (2015)
- **Customer Service Certification** – IABC (2015)
- **Investigation Sites** – GCP (2013)
- **Business Writing Certificate** – ALLC International House Beirut (2008)
- **Competency and TOEIC** – ALLC International House Beirut (2000)

Experience

Lower School Executive Secretary

International College | Ain Aar | Jul 2024 – July 2025

- **Administrative & Reception Support:** Provide administrative assistance to teachers and school officials, greet and assist parents, staff, and visitors, handle calls, take messages, draft and distribute announcements and circulars.
- **Student Records & Data Management:** Maintain student files (both digital and physical), compile and share student information (attrition, parental status, homeroom details), and ensure confidentiality across various systems (Eduka, Pronote, Toddler, Laserfiche), coordinated the preparation and distribution of certificates and report cards.
- **Liaison & Communication:** Act as a liaison between lower school, other schools, internal and external stakeholders, and coordinate necessary documents for district office communication.
- **Staff & Faculty Coordination:** Track staff, faculty, and students' attendance (tardiness, dismissals) for payroll processing (staff & faculty), assist the assistant director in teachers' replacements when absent.
- **Staff & Faculty transportation allowances:** by using the Oracle system, ensuring an accurate processing with compliance of IC policies
- **Meeting & Event Organization:** Schedule, organize, and coordinate logistical and administrative arrangements for meetings with the director, PLT, parents, class meetings, guest speakers, field trips, In-Service day, seminars and other events.
- **Admissions & Compliance:** Handle the admission and enrolment process, collaborate with other departments for data consistency, prepare statistics, and finalize MEHE lists and requested documents in coordination with the IC MEHE Office.

- **Managing office expenses and petty cash:** ensuring accurate record-keeping and timely reimbursements, including tracking transactions, reconciling accounts and expenditures, and maintaining financial records to support budgeting and reporting.
- **Administrative & Financial support:** Support the management team and school staff with administrative and financial matters, including payments, entitlements, and other accounting needs.
- **Procurement:** Work closely with suppliers, service providers, and implementing partners to gather quotations, verify and clarify documentation needs, maintain follow-up on pending deliveries, and address any administrative issues that arise.

Preschool Executive Secretary

International College | Beirut | Sep 2020 – Jun 2024

- **Administrative & Reception Support:** Provide administrative assistance to teachers and school officials, greet and assist parents, staff, and visitors, handle calls, and take messages.
- **Student Records & Data Management:** Maintain student files (both digital and physical), compile and share student information (attrition, parental status, homeroom details), and ensure confidentiality across various systems (Eduka, Pronote, Toddle).
- **Liaison & Communication:** Act as a liaison between preschool, other schools, internal and external stakeholders, and coordinate necessary documents for district office communication.
- **Staff & Faculty Coordination:** Track staff, faculty, and students' attendance (tardiness, dismissals) for payroll processing (staff & faculty).
- **Staff & Faculty transportation allowances:** by using the Oracle system, ensuring an accurate processing with compliance of IC policies
- **Meeting Organization:** Schedule and organize meetings with the director, PLT, parents, and teachers.
- **Admissions & Compliance:** Handle the admission and enrolment processes, collaborate with other departments for data consistency, prepare statistics, and finalize MEHE lists in coordination with the IC MEHE Office.

IR and Cardiology Coordinator / Assistant to Chief Division

Lebanese Hospital Geitaoui | Beirut | Mar 2019 – Aug 2020

- **Administrative Oversight & Workflow Management:** Monitor and evaluate administrative work progress in the IR Division under the supervision of the Chief of IR Division, ensuring smooth workflow and completion of ordered procedures.
- **Patient Coordination & Documentation:** Serve as the primary interface between patients, providers, and the services team, handling admission documentation, verifying eligibility, and informing patients of uncovered procedures while coordinating financial clearance.
- **Scheduling & Referral Management:** Schedule procedures, appointments, and referrals, coordinate the IR Division's weekly schedule with RNs, and assist physicians with urgent referrals and immediate actions.
- **Interdepartmental Coordination:** Facilitate communication between IR medical staff, administration, and other hospital departments, collaborating on staffing needs and ensuring efficient coordination of sensitive issues.
- **Data Management & Reporting:** Maintain and manage the IR Division's calendar, provide reports, oversee the Chief of Division's schedule, and ensure timely documentation of unusual occurrences.
- **Procurement & Billing Support:** Coordinate with Purchasing and Billing departments to obtain treatment costs and proformas, ensuring compliance with financial and administrative procedures. The procurement process includes procurement documentation, approvals, delivery notes, invoices, and audit records, ensuring accuracy, transparency, and compliance with financial and administrative procedures.

Personal Doctor Assistant

Dr. Joe Khoury - LAUMC Hospital | Beirut | Aug 2018 – Feb 2019

- **Patient Coordination & Scheduling:** Schedule and follow up on patient appointments, acquire necessary medical information, and manage communication between patients, physicians, and pharmacies.
- **Administrative & Document Management:** Organize and maintain office documents (invoices, reports, payment vouchers), review and summarize reports, and ensure timely completion of internal and external reporting deadlines.
- **Financial & Procurement Oversight:** Finalize and audit the monthly procedures by reconciling the doctor's activities with the hospital and each procedure code, execute end-to-end procurement for office supplies and equipment, from reviewing requisitions to finalizing purchases, ensuring cost-effective and efficient operations.

Office Secretary

Novus Aviation Capital | Beirut | Mar 2017 – Jul 2018

- **Administrative & Document Management:** Organize and maintain office documents (invoices, reports, payment vouchers), review and summarize reports, and ensure timely completion of internal and external reporting deadlines.
- **Administrative & Reception Support:** Provide administrative assistance to the CEO, greet and assist visitors, and handle calls, and take messages.

Assistant to the Chief of Cardiology

Bellevue Medical Centre | Mansourieh | Dec 2012 – Dec 2016

- **Patient Coordination & Administrative Support:** Schedule and follow up on patient appointments, acquire essential medical information, finalize pre-admission paperwork in coordination with admissions and insurance companies, and assist patients with required medical exams (ECG, TTE, EST, LAB tests).
- **Medical Documentation & Reporting:** Dictate, finalize, and send medical reports to patients, manage and update patient charts, file medical paperwork, and ensure accurate record-keeping for seamless healthcare delivery.
- **Communication & Patient Liaison:** Handle patient, physician, and pharmacy calls, provide necessary feedback, and coordinate with local and international patients via email to update them on their medical conditions and required procedures.
- **Clinical Research & Program Coordination:** Serves as a coordinator in the **GLORIA™-AF Global Registry Program**, monitoring newly diagnosed patients with non-valvular atrial fibrillation, analyzing treatment regimens, and studying stroke prevention outcomes.

Personal Assistant

C&C Group | Beirut | Sep 2009 – Jan 2012

- **Executive Support & Communication:** Screen and manage incoming calls for the General Manager, take messages, provide necessary information, and prepare correspondence (emails, faxes, letters) based on management decisions.
- **Financial & Accounting Responsibilities:** Process invoices, verify documentation, manage accounts payable and receivable, handle petty cash, process check requests, and ensure timely salary payments for factory and shops employees.
- **Supplier & Creditor Coordination:** Interact with suppliers, follow up on accounts, reconcile statements, correct discrepancies, and coordinate with creditors such as insurance brokers and clearance agents.
- **Document Management & Reporting:** Maintain office documents (invoices, reports, payment vouchers), prepare necessary reports for the General Manager, manage bank deposits/reconciliations, and oversee franchise sales commission calculations on a biweekly basis.

Head of Customer Care Department

LaboTech Engineering | Beirut | 2006 - 2009

- **Customer Interaction & Service Management:** Maintain daily transactions and engage with customers to address inquiries, provide assistance, and ensure a high level of customer satisfaction.
- **Correspondence & Communication Handling:** Manage and prioritize customer-related communications, including calls, emails, and faxes, while ensuring timely and appropriate responses.
- **Administrative & Record-Keeping Support:** Organize and file customer-related documents, track service requests, and consolidate necessary parcels for delivery.
- **Logistics & Travel Coordination:** Oversee travel arrangements for company guests and employees, including hotel bookings, airport pickups, and embassy coordination for visas and invitations.
- **Procurement & Order Processing Support:** Assist in placing customer-related orders with local and foreign suppliers, ensuring smooth processing and coordination with the order processing and accounting departments.

English Teacher

Zahrat Al Sahra' International School | KSA | 2001 - 2002

English Teacher

Santa Maria School | Beirut | 2000 - 2001

Skills

- Administrative & Executive Support
- Customer Service & Communication
- Data & Document Management
- Procurement & Order Processing
- Project Planning, Scheduling & Coordination
- Budget & time management
- Problem-Solving & Decision-Making
- Multitasking & Time Management
- Interdepartmental & Stakeholder Coordination
- Financial & Payroll Assistance
- Attention to Detail & Organizational Skills
- Verbal & Non-verbal Communication
- Active Listening
- Facilitation Skills