

LAETITIA MAAZ

laetitia_maaz@hotmail.com | 00961 71 615 234 | www.linkedin.com/in/laetitiamaaz/

SUMMARY

With excellent communication and interpersonal skills, I can work collaboratively with teams and provide effective solutions to complex problems. I am highly adaptable, able to thrive in fast-paced environments, and constantly seeking to learn and improve my skills. My dedication and drive make me a valuable asset to any organization.

EDUCATION

Business and Management	2016 – 2019
Saint Joseph University of Beirut – Lebanon Bachelor's Degree	
English, Saint Louis Writing Exam, SLUWE	2016 – 2019
Saint Louis University – United States Bachelor's Degree	

PROFESSIONAL EXPERIENCE

HR Coordinator and Collection December 2023 – Present

- Maintaining the attendance machine, generating reports to facilitate payroll, addressing employee concerns to the management, recruiting candidates, and reviewing and updating policies.
- Managing clients' payment collections, and ensuring timely payment compliance consistent.

HR Coordinator | ShareQ | Lebanon September 2023 – November 2023

- Coordinated and facilitated the recruitment and selection process, including posting job openings, screening resumes, scheduling interviews, and conducting background checks.
- Assisted with the new employees' onboarding, and ensured a smooth onboarding experience.

HR Analyst Consultant | Phoenix Consulting International | Lebanon/Oman August 2022 – November 2022

- Developed over 100 action plans, job descriptions, case studies, key competencies, KPIs, and job families, and assisted HR Consultants in developing projects and writing proposals.
- Sustained proposal development initiatives through settled and agreed-on actions, and assisted and contributed to delivering outstanding client results.

HR Officer | SOLUVICE (Part-Time) | Lebanon January 2022 – April 2022

- Wrote and posted job ads, reviewed resumes, pre-screened candidates, and called the short-listed.
- Interviewed over 50 candidates, discussed benefits and compensation, and made the hiring decision.

Business Consultant | AutoSouk (Project) | Lebanon December 2021 – January 2022

- Identified new business opportunities, developed management strategies, and goals, and mapped out a social media strategy.
- Trained the sales team, and recommended improvements and new ideas to the organization's management.

Start-Up Developer and HR Officer | BitPastic | Arizona, United States April 2021 – August 2021

- Developed the start-up by expansion study for marketing, manufacturing, and quality control, and performed analysis, presentations, and reports as needed.
- Developed HR planning and research, screened resumes, and application forms, and interviewed candidates.

Market Study | Better'fly (Project) | Lebanon/UAE June 2021

- Maintained market planning, KPIs, marketing goals, objectives, and SWOT analysis, and targeted the market, buyer personas, and competitors.
- Developed promotion and distribution strategies, digital techniques, and how to reach and convert the target audience.

- Research Assistant – MENA Region | Agritech (Part-Time) | Lebanon** September 2020 – October 2020
- Searched and found specific people in the right organizations in the MENA region, and connected with them for job collaborations.
- Project Assistant | Mentor & Guide (Internship) | Lebanon/Qatar** June 2020 – August 2020
- Supported overall project delivery as per appropriate standards guidelines, and procedures agreed on implementation strategy, drafted manuals, and tested tools.
 - Researched relevant topics to social science, psychology, human development, and behavioral economics.
- Management and Communication | Green Track (Internship) | Lebanon** June 2020 – July 2020
- Reported to the manager, maintained the team’s reports, and assisted in meetings with companies and teams.
- Bank Teller and Retailer | Banque de Syrie et du Liban (Internship) | Lebanon** August 2019 – September 2019
- Assisted in daily clients’ operations, and opened and closed accounts.
 - Managed the daily money amount in the bank’s treasury and clients’ files and data.
- Managerial Assistant | Family Medical Center (Internship) | Lebanon** July 2018 – August 2018
- Assisted in all managerial departments such as HR, finance, accounting, billings, admission, medical secretary, purchasing, support, and continuous training.

VOLUNTEERING

- **Disaster Management Volunteer** | Lebanese Red Cross April 2023 – Present
- **Private Tutor** | Dialogue for Life and Reconciliation (NGO) | Lebanon March 2021 – Present
- **Data Collector, Interviewer, and Note Taker** | Mercy Corps in collaboration with SHiFT (NGO) | Lebanon June 2022
- **Facilitator** | SHiFT (NGO) | Lebanon June 2022
- **Co-Trainer** | SHiFT (NGO) | Lebanon March 2022
- **Moderator** | Jeunesse Antonine | Lebanon 2011 – 2019
- **Scout Member** | Scout de L’indépendance | Lebanon 2005 – 2011

CERTIFICATES

- **Human Resources Management, HR for People Managers** | Coursera October – Present
- **Train The Trainer** | CIQHR January 2025 – March 2025
- **Lead HR Consultancy** | Center For International Qualifications In Human Resources January 2025 – March 2025
- **Become a Project Manager** | Microsoft October 2024 – December 2024
- **Human Resources** | Khoubourat June 2024
- **Start-Up Seeds Boot Camp Round 7** | Tripoli Entrepreneurs Club December 2021
- **Operations Engineering (Engineer Human Resources, Operations)** | TEC October 2020 – March 2021
- **Speaking in Public** | Google September 2020
- **Micro-Work** | Dot Lebanon August 2020 – September 2020
- **Business Development** | TEC March 2020 – April 2020
- **Sales and Business** | TEC October 2019 – February 2020
- **Business Development Support** | SHiFT December 2019
- **Life and Work Skills** | SHiFT December 2019
- **Presentation Skills** | Saint Joseph University November 2019
- **Communication Skills** | USJ November 2019
- **How to Create a Business Plan** | USJ April 2018
- **CEMEAL** | Youth Activity Management July 2017

SKILLS AND LANGUAGES

- **Skills:** Leadership, Communication, Presentation Skills, Time Management, Research, Critical Thinking, Detail Oriented, Problem Solving, Decision Making, Team Management.
- **Digital Skills:** Windows, Microsoft (Office, Word, PowerPoint, Excel, Access, Teams), SharePoint, Zoom, Adobe Reader XI, Adobe Acrobat, Medpoint, Bankmate, Manatal ATS, CRM, Dolphin, Attendance Machine, Internet.
- **Languages:** English, French, Arabic, Spanish (Beginner)