

# LAETITIA MAAZ

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## 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

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

## PROFESSIONAL EXPERIENCE

<b>HR Coordinator and Collection</b>	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.	
<b>HR Coordinator   ShareQ   Lebanon</b>	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.	
<b>HR Analyst Consultant   Phoenix Consulting International   Lebanon/Oman</b>	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.	
<b>HR Officer   SOLUVICE (Part-Time)   Lebanon</b>	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.	
<b>Business Consultant   AutoSouk (Project)   Lebanon</b>	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.	
<b>Start-Up Developer and HR Officer   BitPastic   Arizona, United States</b>	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.	
<b>Market Study   Better'fly (Project)   Lebanon/UAE</b>	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)