

- B A S M A S H B I B -

Available to Join Immediately

Human Resources Department (Learning & Development/Employee Relations/HR operations)

Project Administrative Lead; Senior Administrative and Strategic Positions.

Beirut, Lebanon • (+961) 70787005 • basmashbib@gmail.com • 16/08/1990

PROFESSIONAL EXPERIENCE

APHRODITE NGO, Beirut, Lebanon, Project Coordinator
(Pro Bono/Non-Profit Service)

04/04/2022-Present

- **Assisting the project manager.**
- Handling the administrative tasks of the projects.
- Documentation and project meetings management.
- Reporting to the project manager.
- Assisting in identifying and prioritizing projects.
- **Managing and assigning tasks to the team members.**
- **Conducting needs assessments, supervising and coaching team members.**
- Follow up on the execution of various initiatives and ensuring deadlines are met.
- **Training Programs preparation.**

VISTAGLOBAL/MACROMED, Beirut, Lebanon, Secretary

17/11/2021-19/3/2022

- **Personal Assistant to CEO**
- Managing CEO's agenda, meetings and schedules.
- Managing appointments, filing system and emails.
- Organize meetings, prepare minutes of meetings and coordinate reservations for business meetings
- Prepare reports, presentations, market studies, price lists and price structures.
- Welcoming clients and providing them with necessary information
- Follow up with Egyptian suppliers.
- Receiving input from the sales representative and follow up on client complaints
- Purchase orders, supervising order's preparation, Managing order's delivery and collection.
- Coordinate with the Accounting department regarding collection and financial issues.
- **Follow up with the HR department concerning recruitment records, onboarding and performance evaluation.**
- Tele sales, searching new potential clients and maintaining updated contact lists.
- **Receive complaints from clients and manage any inconvenience.**
- Handling confidential and sensitive information.

► **School Principal Assistant**

- Managing school principal's agenda, meetings and schedules.
- Following up on daily/weekly/monthly reports and meetings.
- Incoming-Outgoing calls, scheduling appointments, filing system, office stationery, archive and emails.
- Greeting visitors or parents, and providing them with necessary information.
- Coordinating with the accounting department regarding payment and financial aid.
- Coordinating functions between all school departments.
- **Coordinating with the head office departments: HR, Financial, Education, Legal, training, Maintenance, and Fundraising departments.**
- **Collaborating with the HR Department to manage daily attendance, employee certifications and salaries (Talent acquisition and recruitment, payroll officers)**
- Participation and follow up on outdoor events.
- School bus registration, and contact list.
- Students Insurance and Injury cases.
- **Using conflict resolution and communication skills to handle parents' complaints and provide them with suitable solutions.**
- Presenting recommendations to improve procedures.
- Maintaining confidentiality of the staff, parents, students and all necessary information.
- Promoting the school.
- Assisting in the French accreditation project.

- Maintaining Manager's agenda, meetings, schedule;
- Greeting visitors.
- Responsible for all Incoming-Outgoing calls, Filing and office stationery.
- Handle purchases for the office (Stationery & Office supplies).
- Providing administrative support for all departments: Sales, Purchasing, Accounting and Production.
- Building-up new quotation request, preparing quotations and purchase orders.
- Following up with client until getting his final approval and following pending and approved lists.
- Coordinating Deliveries with the Warehouse.
- Suppliers Invoices Data Entry and Filing
- Following up with the after sales services.

- Counter Operation Section;
- Customer Service Section.

SKILLS ACQUIRED:

► Training Assessment/Plans	► Conflict Resolution & Decision-Making Skills/Work Ethics	► Task Delegation/Procedural Recommendations
► Team Coaching	► Executive Liaison/Departmental Liaison/Operational Workflow	► Recruitment Records
► Employee Onboarding	► Strategic Stakeholder Liaison	► Active Listening Skills
► Performance Monitoring	► Administrative Project Lead	► Employee Orientation
► Advanced Communication Skills		► Cross-Departmental Coordination
► Staff Empowerment /Resource Guidance/ Knowledge Transfer		

EDUCATION

UNIVERSITY DEGREE:

Bachelor Degree in Business Administration• MUBS, Beirut, Lebanon 10/2020

SCHOOL GRADUATION:

Lebanese Baccalaureate in Life Science• Lycée Notre Dame, Beirut, Lebanon 07/2008

EXTRA EDUCATION:

► Certificate in Professional Life Coach , Alison learning platform	12/2025
► Certificate in Professional Emotion Coach , Alison learning platform	12/2025
► Certificate in Guidance and Counselling , Alison learning platform	12/2025
► Certificate in Become an Empowerment Specialist , Alison learning platform	12/2025
► Advanced Diploma in Training of Trainers , Alison learning platform	07/2025
► Certificate in CEO Mastery: Leadership and Strategy , Alison learning platform	02/2024
► Certificate of accomplishment theoretical and practical course in Human Resources , American Center for Excellence, Beirut, Lebanon	12/2018
► Certificate in Executive Secretary , Mira training center/London Academy of professional training, Beirut, Lebanon	08/2016
► Diploma in French Language Studies/DELF B2 , French Institute, Beirut, Lebanon	12/2015

WORKSHOP CERTIFICATES:

► Professional Etiquette	► Critical Thinking
► Project Management as a life skill	► Teamwork Skills
► Leadership Skills	► Understanding Professional Work
► Creative Thinking and Innovation	► English Language for workplace
► Problem Solving and Decision Making	► Neuro-linguistic programming NLP Level 1
► Emotional Intelligence	Arab Board of NLP

SKILLS ACQUIRED:

► Adult Learning Principles	► Conflict Management	► Training Needs Assessment
► Instructional Design	► Business Etiquette/Work Ethics	► Pre-Post Assessment Plans
► Professional Coaching	► Active Listening and Communication	► Training Evaluation Report/ROE
► Empowerment, Counselling Guidance	► Problem-Solving Models	► Training Program Plan and Training Script
► Behavioral Analysis	► Critical Thinking	
► Strategic Leadership	► Emotional Intelligence	

ADDITIONAL SKILLS

LANGUAGES:

- Arabic, native language
- French, good written and spoken(B2)
- English, good written and spoken. (B2)

TECHNICAL SKILLS:

- Word, Excel, Power Point, Click up (basic knowledge)
- Advanced level in Microsoft Excel: Interactive Dashboards, Pivot tables, scenario manager, data validation, conditional formatting, essential formulas, data cleaning.

REFERENCES:

- Upon Request