

# - 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.**

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

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## PROFESSIONAL EXPERIENCE

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**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.

**CHAMAS PRINTING AND PUBLISHING, Beirut, Lebanon**

**Administrative Secretary**

15/5/2017-2/8/2017

- ▶ Maintaining Manager's agenda, meetings, schedule;
- ▶ Greeting visitors.
- ▶ Responsible for all Incoming-Outgoing calls, Filing and office stationery.
- ▶ Handle purchases for the office (Stationary & 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.

**BANK OF BEIRUT, Beirut, Lebanon • Internship**

1/7/2011-01/8/2011

- ▶ Counter Operation Section;
- ▶ Customer Service Section.

## **SKILLS ACQUIRED:**

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|--|---|--|
| ▶ 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 |   |  |

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## **EDUCATION**

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### **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:**

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

### **WORKSHOP CERTIFICATES:**

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|---------------------------------------|--|
| ▶ 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             |   |

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## **ADDITIONAL SKILLS**

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## **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