

# Rita Makhoul

Lebanon, Beirut | +961 71 633674 | [ritamakhoul102@gmail.com](mailto:ritamakhoul102@gmail.com) | [LinkedIn](#)

## Professional Summary

HR Generalist with hands-on experience across recruitment, HR operations, employee relations, payroll coordination, and HR reporting within retail and corporate environments. Demonstrated ability to manage full employee lifecycle activities, support organizational restructuring, strengthen engagement, and implement structured HR processes aligned with operational needs. Currently pursuing an MBA in Human Resources Management, with growing exposure to workforce planning, learning initiatives, and HR reporting. Known for strong stakeholder coordination, structured execution, and practical HR support in fast-paced organizations.

## Core Competencies

- HR Generalist Operations
- Recruitment & Hiring Management
- Employee Relations & Engagement
- HR Policies & Procedures
- Payroll & NSSF Coordination
- HR Reporting & Headcount Tracking
- Onboarding & Probation Management
- Learning & Development Support

## Experience

### HSTCO (GS Stores), Lebanon

#### Recruitment Specialist | Sep 2024 – Present

- Manage full-cycle recruitment for frontline, operational, and managerial roles, hiring 8–12 employees monthly through structured sourcing, interviews, and onboarding coordination
- Partner with department heads and senior management to define staffing needs, prepare job descriptions, and align hiring priorities with business and seasonal requirements
- Maintain recruitment tracking reports monitoring hiring progress, lead time, and role levels, improving coordination and follow-up across HR and hiring stakeholders
- Standardize interview feedback and assessment templates for HR and technical interviews, ensuring consistent evaluations and clearer hiring decisions across departments
- Support HR operations through onboarding, probation follow-ups, attendance tracking, employee complaints handling, internal communications, and HR records maintenance
- Planned and supported learning and development initiatives by creating annual training plans, coordinating sessions, and improving onboarding effectiveness and employee engagement

### Librairie Antoine SAL, Lebanon

#### Human Resources Officer | Jun 2023 – Sep 2024

- Managed HR generalist responsibilities including recruitment, employee relations, onboarding, payroll coordination, and NSSF follow-ups for approximately 250–300 employees
- Supported HR department restructuring by updating processes, redefining workflows, and improving coordination between HR and business departments organization-wide
- Prepared HR and recruitment reports covering time-to-hire, turnover, attendance, headcount, and organizational structures to support workforce planning decisions
- Coordinated payroll activities using People 365 HR system by validating employee data, tracking changes, and ensuring accurate monthly processing
- Improved employee engagement by collecting feedback, coordinating regular meetings with department heads, reducing complaints, and supporting retention initiatives

## **Ovu Optique, Lebanon**

### **Administrative Officer & Sales Representative | Aug 2019 – Sep 2022**

- Oversaw daily administrative operations including customer records, invoicing, appointment scheduling, inventory tracking, and cash handling while ensuring accurate documentation
- Prepared sales and inventory reports, coordinated biannual stock counts, and liaised with suppliers to ensure accurate tracking and operational continuity
- Handled customer inquiries, follow-ups, and issue resolution independently, supporting service quality, client satisfaction, and smooth day-to-day operations

## **Education**

### **La Sagesse University, Lebanon**

- Master's in Business Administration | In Progress
- Bachelor Degree in Human Resources Management | 2023

## **Certificates**

- Recruiting, Hiring & Onboarding Employees – Coursera (In Progress)
- Employee Well-Being Awareness Training
- Active Listening & Communication
- Redefining Purpose Workshop
- Internal HR and people-development trainings

## **Technical Skills**

- HR Systems & Tools: People 365 HR / Business Pack, Basic ATS, LinkedIn Recruiter
- Reporting & Productivity: Microsoft Excel, Google Sheets, Microsoft Office
- Sourcing Platforms: LinkedIn, job portals, headhunting tools

## **Languages**

- Arabic - Native
- English – Full Proficiency
- French – Full Proficiency