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## PROFESSIONAL SUMMARY

**Field Work| Logistics |Customer Service| Management & Administration| Accounting**

I am a well versed and experienced worker with 10+ years of experience in Companies, NGOs, Institutions and Service Businesses. I held roles (locally and abroad) Proven ability to lead teams, streamline operations, and improve data accuracy by up to 98%. Skilled in CRM systems, reporting, and client relationship management. Adept at problem solving, team training, and process optimization. leading and supporting on the achievement of the organizational objectives. Seeking a challenging position to apply and enhance my skills and experience.

## EDUCATION

<b>From 10/2014-06/2016</b>	<b>Lebanese University</b> Faculty of Letters and Human Sciences Social Psychology	<b>Fanar, Lebanon</b>
<b>From 09/2008-06/2010</b>	<b>Arts, Science and Technology university (AUL)</b> Faculty of Business Administration Business with emphasis in Accounting	<b>Sin El Fil, Lebanon</b>

## PROFESSIONAL EXPERIENCE

<b>03/2022-to present</b>	<b>Beirut, Lebanon</b> <b>Info Pro (in collaboration with USAID, World Food Program, and World Bank)</b> Field Coordinator & Data Collector
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- Manage admission's database system, consistently updating information, adding new inquiries.
- Monitor and manage the data system to address specific informational requests, evaluate, assist and analyze using statistical techniques and provide ongoing reports and data extraction.
- Assist with all aspects of data analysis and support with key role in ensuring the functional master data integrity across the operation.
- Organize events, coordinate with other event organizers, & ensure proper implementation of the field work.
- Trained 20+ staff members on data collection and reporting tools, increasing accuracy and compliance By 25%.

<b>04/2017-11/2021</b>	<b>Hawa Chicken</b> Customer Service and Data Entry	<b>Beirut, Lebanon</b>
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- Handle customer complaints, provide solutions boosting customer satisfaction and retention.
- Build long term customer relationships and trust through proactive communication and follow up.
- Processed monthly data entries with 99% accuracy, supporting sales and finance reporting.

<b>09/2015-02/2016</b>	<b>Lebanese Football Association</b> Office Administrative Assistant	<b>Beirut, Lebanon</b>
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- Follow up the reservations of the tickets and Hotels in/outside Lebanon for the Teams crew.
- Book travel arrangements, Assist in the preparation of regularly scheduled reports.
- Organize and schedule meetings and appointments.

- Maintain contact lists, Answer and direct phone calls, receive and send emails, Develop, maintain a filing system and archiving.
- Order office supplies, Submit and reconcile expense reports.

**05/2013- 05/2014**

**Krekar Company**  
Camp Boss and Field Supervisor

**Irbil, Iraq**

- Supervised 30+ employees in daily camp operations, covering procurement, payroll and logistic.
- Delivered daily progress reports to senior management in Erbil and Beirut and suggest new ways for improvement of services.
- Attend weekly meetings with the CEOs and general managers of the camp companies.
- Executive assistant tasks including but not limited to (procurement inventories – invoices – P.O.Bs – P.Os – daily attendance – prepare and pay salaries – training for new employees).
- Responsible of materials in the field and camp as a stock keeper.

**09/2011-05/2013**

**Hawa Chicken**  
Assistant Manager

**Beirut, Lebanon**

- Coordinate retail store operations.
- Ensure store schedules and objectives are made by the employees.
- Evaluate employee performance and identify hiring and training needs.
- Create reports, analyze and interpret retail data, like revenues, expenses and competition.
- Track the progress of weekly, monthly, quarterly and annual objectives.

**08/2010-09/2011**

Accounting Cashier

- Handle cash, credit or check transactions with customers.
- Resolve customer complaints, guide them and provide relevant information.
- Managing petit cash account.

**09/2008-07/2010**

**Phoenicia Intercontinental Hotel**  
House Keeping Supervisor

**Beirut, Lebanon**

- Recognize and identify problems and implement solutions for the customers.
- Supervised staff members, ensuring adherence to 5 stars quality standards.
- Schedule shifts and arrange replacements to reduce absenteeism by 18%
- Persuaded, or convinced individuals or groups with ideas and put effort for success to reach goal.

## **CORE SKILLS**

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### **Languages:**

- Multilingual Communication (Arabic, English, French)

### **Software skills:**

- Microsoft Office suite

### **Soft Skills:**

- Communication, Organizational, Public Speaking, Leadership, Detail oriented, Problem Solving, Decision-Making and Good Time Management