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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

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

PROFESSIONAL EXPERIENCE

03/2022-to present	Beirut, Lebanon Info Pro (in collaboration with USAID, World Food Program, and World Bank) Field Coordinator & Data Collector	<ul style="list-style-type: none">• 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%.
04/2017-11/2021	Hawa Chicken Customer Service and Data Entry	Beirut, Lebanon <ul style="list-style-type: none">• 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.
09/2015-02/2016	Lebanese Football Association Office Administrative Assistant	Beirut, Lebanon <ul style="list-style-type: none">• 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 a problems and implement solutions for the customers.
- Supervised staff members, ensuring adherence to 5 stars quality standers.
- Schedule shifts and arrange replacements to reduce absenteeism by 18%
- Persuaded, or convince individuals or groups with ideas and put effort for success to reach goal.

CORE SKILLS

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