

Nancy Al Masry

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Professional Summary

Organized and people-focused professional with experience in customer service, administrative support, and HR operations. Skilled in handling inquiries, assisting clients, managing documentation, and maintaining a positive and professional environment. Able to work under pressure, communicate clearly, and support team operations with strong attention to detail. Brings a calm, helpful, and service-driven approach in fast-paced settings.

Work Experience

Sama Chtaura - Human Resource Officer

Aug 2025- Jan 2026

- Led end-to-end recruitment, onboarding, and employee documentation processes.
- Administered attendance, payroll coordination, and workforce scheduling with precision.
- Implemented HR policies and compliance initiatives while promoting a culture of professionalism and engagement.

BaladToBuildAssociation – Administrative Officer

Aug - Oct 2024

- Spearheaded daily administrative functions, ensuring smooth workflow and task completion
- Optimized documentation processes and schedules, improving departmental productivity
- Enhanced internal communication and team coordination for effective operations

Cybervisionsolutions – Social Media Manager

April- June 2024

- Developed and executed comprehensive social media strategies to strengthen brand visibility
- Managed content creation, scheduling, and analytics to optimize performance.
- Collaborated with cross-functional teams to support digital campaigns, enhance client communication, and maintain a consistent online brand identity.

Xtreme-Hunter – Customer Service Representative

Feb 2022- Dec 2023

- Handled customer queries and complaints efficiently, achieving 95% issue resolution.
 - Maintained accurate records to ensure service transparency.
 - Built and retained strong customer relationships through personalized support.
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Education

Bachelor's in Human Resources Management

Oct 2023- July 2025

American University of Science & Technology (AUST)

High School Diploma

KabElias High School – Lebanon

Sep 2020- June 2023

Certificates

Talenzia :

- The HR Apprenticeship Program Training Course

Pixels :

- Content Writing Certificate

Coursera (AI Specialization) :

- AI for Everyone
- Generative AI for Everyone
- Technologies and Platforms for Artificial Intelligence

AI Business & the Future of Work DOT :

- AI for social impact

Nomu x Khotwa Program :

- MicroworkTrainingCertificate
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Core Competencies

- Customer Service & Client Support
 - Communication & Interpersonal Skills
 - Problem Solving
 - Teamwork & Collaboration
 - Time Management
 - Professionalism & Reliability
 - Documentation & Administrative Tasks
 - Multitasking
 - Basic Conflict Handling
 - HR Fundamentals
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Technical skills

- Microsoft Office • Google Workspace • Outlook • Canva • Trello • HRIS
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Languages

- Arabic: Native
- English: Proficient