

# Eva Joseph Sleem

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## Professional Summary

Strategic and results-driven HR and Operations Coordinator with a proven track record in Group-Level administration, payroll (NSSF), labor law compliance, and organizational restructuring. Highly skilled in streamlining departmental workflows and managing large-scale operations across healthcare, telecom, and real estate sectors. Recognized for professional integrity and leadership during periods of organizational transition.

## EXPERIENCE

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**|Alfa Interfood SAL| Verdun Head Office - Beirut**

**Assistant HR Director (Group Level)**

December 2025 – February 2026

Human Resources Department - Group Level

- ✓ Provided high-level strategic support in managing HR operations across the group level, (Chtoura Foods - Zein Jaafar Harb Holding & Alfa Interfood SAL) focusing on organizational structure and departmental alignment.
- ✓ Assisted in the end-to-end payroll process and managed National Social Security Fund (NSSF) documentation and compliance.
- ✓ Spearheaded hiring initiatives and talent acquisition strategies to strengthen the group's workforce.
- ✓ Maintained operational continuity and professional standards during a period of significant departmental restructuring and leadership transition.

Note: **Transitioned due to internal structural reorganization: LinkedIn recommendation available from the former HR Manager Dr. Joumana Fakih - <http://bit.ly/4rXF2Cj>**

**| Catafago & Co | Al Zarif Head Office - Beirut**

**Administrative Coordinator & Collection Officer**

Admin Department

October 2025 – December 2025

- ✓ Provide comprehensive administrative and financial coordination to support daily business operations.
- ✓ Oversee client accounts and collections processes, ensuring timely payments and accurate reconciliations.
- ✓ Facilitate effective communication between departments, management, and clients.
- ✓ Prepare detailed reports and maintain organized records for HR and finance compliance.
- ✓ Implement structured administrative systems to enhance workflow and data accuracy.

Note: **Resigned due to high company turnover (65%), resulting in inconsistent workflows and frequent shifts in core job responsibilities**

**| Txt Bridge | – Minet El Hoson - Beirut**

April 2025 – August 2025

**Billing & Dispute Officer**

Account Payables & Receivables Department

- ✓ Financial Cycle Management: Managed end-to-end AP/AR processes, including the issuance and reconciliation of Statement of Accounts (SOA) for international telecom clients.
- ✓ Dispute Resolution: Investigated billing discrepancies with global carriers, maintaining a 95% resolution rate and minimizing revenue leakage.
- ✓ Process Optimization: Collaborated with Finance teams to automate billing cycles, reducing processing time by 30%.

Note: **Transitioned to pursue a career path more aligned with HR and operational leadership aspirations.**

**| Blumedica LLC | – Achrafieh - Beirut**

October 2023 – February 2025

**Operations & Admin Officer**

Operations Department

- ✓ Executive Coordination: Provided comprehensive administrative and financial coordination to support daily business operations and executive management, ensuring seamless workflow.
- ✓ Inventory & Financial Oversight: Managed client accounts and collections for over \$200K in stock; optimized the supply chain to reduce procurement delays and errors by 30-40%.
- ✓ Government Compliance: Facilitated communication between management and the Ministry of Public Health, successfully registering 95% of medical devices via the MedReg-MedImport system.

- ✓ HR & Performance Support: Supported HR and Finance teams with compliance and documentation; coordinated technical staff training which reduced onboarding time by 20%.
- ✓ Systems Implementation: Integrated structured administrative systems and Odo CRM protocols to improve data accuracy, resulting in a 15% increase in high-value orders.
- ✓ Interpersonal Excellence: Demonstrated high levels of professionalism and discretion in managing sensitive medical records, government documentation, and client relationships.

**Note:** Transitioned due to the WAR situation in Lebanon. Recommendation letter available from CEO. Mr. Hadi Jamaledine (Upon Request)

**| Globalwide Financials LLC | – Mathaf - Beirut**

*August 2021 – September 2023*

Billing (Medical Claims & Admin Officer)

Medical Insurance Department

- ✓ Managed end-to-end medical claims and billing, ensuring accuracy and compliance.
- ✓ Oversaw invoices, quotations, and SOA reports using Zoho.
- ✓ Involved in the medical insurance underwriting process.
- ✓ Optimized inventory and resource allocation through Zoho system management.
- ✓ Led billing team operations, reducing claim discrepancies and improving efficiency.
- ✓ Coordinated with insurance providers and vendors to resolve billing issues promptly.
- ✓ Analyzed billing data to support financial reporting and cash flow management

**Note:** Transitioned following the company's relocation to a different district, which significantly impacted commuting logistics

**| MyOffice - Review Real Estate LLC | – Mathaf - Beirut**

*January 2020 – July 2021*

Office Manager

Admin Department

- ✓ Departmental Leadership: Directed daily office operations and supervised administrative staff, establishing a high-performance culture that increased team efficiency.
- ✓ Facility & Community Management: Oversaw the business community environment for startups and entrepreneurs, maintaining a premium "Business Airbnb" experience and ensuring 100% facility safety.
- ✓ Property Portfolio Branding: Created and managed the digital identity for luxury properties on OLX and Property Finder, utilizing MyCRM to track leads and boost property visibility.
- ✓ Sales Support & Deal Coordination: Facilitated high-value real estate deals by managing site visits, coordinating between brokers and landlords, and preparing critical legal documentation.
- ✓ Data Administration: Maintained comprehensive databases for incoming and outgoing office data, ensuring accurate record-keeping for daily activities and financial transactions.
- ✓ Stakeholder Relations: Acted as the first point of contact for new clients and business partners, utilizing strong interpersonal skills to drive community engagement and retention.

**Note:** Transitioned to GlobalWide Financial Services following a superior career advancement offer that provided increased responsibility in financial operations.

## Internships

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**| Mobi Cedarcom | – Sin El Fil, Qubic Center- Beirut**

*September 2025 – October 2025*

Account Executive - One month

- ➔ **Sector Exposure:** Gained intensive exposure to the telecommunications industry, focusing on corporate account management and high-level client retention.
- ➔ **Key Learning:** Developed expertise in **Service-Level Agreements (SLAs)** and refined the ability to act as a liaison between technical teams and corporate clients.

## Internships

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**| Jaypay Agency | – Bchara El Khoury, Beirut Digital District - Beirut**

*March 2020 – June 2020*

English Copywriter & Web Admin - Three months

- ➔ **Digital Administration:** Managed website content implementation via **WordPress** and conducted **Quality Assurance (QA)** testing for mobile and web responsiveness.

- **Content Strategy:** Authored professional copy and brand reviews, while coordinating with international translators to manage multi-language localized content.

## Education

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October 2018 – January 2020

**[English Literature] – Lebanese University - Faculty of Letters & Human Sciences - Unesco, Beirut**

Status: Pending Bachelor Degree.

- Key Skills Gained: Advanced professional communication, critical analysis, and C2-level English proficiency (British Dialect).

**Note:** Transitioned to full-time operational leadership and financial management roles to pursue career-track opportunities.

**Lebanese Baccalaureate II - Literature & Humanities Graduate**

## Skills

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Category	Tools & Proficiencies
Systems	<ul style="list-style-type: none"> <li>• <i>Odoo CRM</i></li> <li>• <i>Zoho Books</i></li> <li>• <i>Med Import (MoPH)-MedReg (MoPH),</i></li> <li>• <i>WordPress</i></li> <li>• <i>Oracle</i></li> <li>• <i>MS Office (Excel, Powerpoint, One Note, Outlook, etc...)</i></li> <li>• <i>VDolphin</i></li> <li>• <i>MS Dynamics - MS Navigation</i></li> </ul>
HR & Ops	<ul style="list-style-type: none"> <li>• <i>NSSF &amp; Labor Law,</i></li> <li>• <i>AP/AR, Payroll,</i></li> <li>• <i>SOP Development,</i></li> <li>• <i>Inventory Management</i></li> </ul>
Communication	<ul style="list-style-type: none"> <li>• <i>C2 Business English (British Dialect), Executive Drafting, Negotiation, Conflict Resolution.</i></li> <li>• <i>Arabic ( Native ) - French (Basic)</i></li> </ul>