



Rania Al Jamal

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Objective

Seeking a good position within a reputable company with room for growth and advancement.

Professional Experience

MCT-CRO (Lebanon Based)

Human Resources, Training and Compliance Coordinator:

April 2021- Present

Roles & Responsibilities

- *Provides timely assistance to team members regarding benefit and human resource questions and issues.*
- *Maintains employee personnel folders to ensure legal compliance.*
- *Coordinates employee benefit eligibility, enrollments, terminations, and payments.*
- *Provides written and verbal employment verifications.*
- *Coordinates new hire paperwork, and new hire orientation meetings.*
- *Assists with the creation of HR manual, and employee handbook.*
- *Updates job descriptions, as needed.*
- *Reviews, screens, and maintains applications and resumes.*
- *Conducts background screenings for all prospective employees.*
- *Coordinates annual performance appraisal processes.*
- *Assists with providing research for policies, strategic planning, and other human resource issues.*
- *Assists in preparation of special events such as Annual Meeting and other office or company gatherings.*
- *Assists with payroll process as needed to ensure efficient and accurate processing.*

- *Assists with providing compliance in all areas of human resources.*
- *Maintains the applicant tracking database with the HR email address.*
- *Maintains the Company's Social Media Accounts*
- *Maintains the employees database and their leaves tracking*
- *The above list of tasks and responsibilities is subject to reasonable changes, within the frame of the above mentioned mission.*
- **Acts as Training and Compliance Coordinator with below tasks:**
- *In charge of coordinating training, attendance to training and monitoring of compliance for MCT and/ or MCT Clients.*
- *Responsible for managing MCT Training Curriculum and ensuring the following in collaboration with the CM/RM:*
- *Create Attendance Sheets for the Instructor Led training and circulate it to the attendees.*
- *Managing MCT Clients' Training Curriculum, having a clear understanding of their training curriculum and ensure the following in collaboration with the Account Operations Manager:*
- *Collect their training curriculums.*
- *Collect their training schedules.*
- *Coordinate the attendance to training.*
- *Develop and maintain training compliance tracker and update it on ongoing basis unless Client is able to provide this data via their own systems.*
- *Circulate reports to CMs/RMs/AOMs related to the Client's Training highlighting non-compliance, for them to take actions with their teams to ensure compliance.*

MCT-CRO (Lebanon Based)

Administrative & Quality assistant:

May 2018- September2021

Roles & Responsibilities

- *Tracks all CAPAs and required actions following audits conducted by MCT (study specific audits on BOX Study Folders/ paper Study Master File (SMF), study specific audits at investigational sites, subcontractor audits/ assessments and internal system audits), following Quality Issues and Planned Quality Document (QD) Deviation Requests.*
- *Tracks all CAPAs following external system audits of MCT conducted by clients.*
- *Follows on the implementation of the above CAPAs and performs CAPA effectiveness verification where applicable.*
- *Measures and provides Quality KPIs on a quarterly basis.*
- *Keeps the list of external audits and inspections up-to-date.*

- *Keeps the office inspection tracker up-to-date.*
- *Provides accesses on BOX as required by IT MCT 001 SOP.*
- *Keeps the global templates on BOX up-to-date.*
- *Performs the QD/ Convention release process: formatting and font, collects signatures, archiving of the original SOPs/ policies, updates MCT QDs/ Conventions Lists, updates BOX folders (former folder, Word versions folder and QD/ Convention folder) and sends out release email as per SOP/ policy application fields.*
- *Working on QD Compliance Report to calculate on Quarterly basis each employee compliance along with new released SOP's.*
- *Checking the relevancy of all word documents used for SOP's and APXs, to maintain no errors or gaps are available within the documents since the start of the Co.*

MCT-CRO (Lebanon Based)

Administrative Assistant:

May 2018- May 2022

Roles & Responsibilities

- *Make sure stationery in the office is always in sufficient quantity:*
- *I send every month a list of needed goods, to be filled by employees*
- *Based on this list, I make the relevant orders*
- *I manage their reception (correct amount, correct quality...)*
- *Under the supervision of the Country Manager, I collaborate with the external providers (IT, Telecom, printers, courier's company and so on) to ensure the working conditions are optimal in terms of quality, efficiency and cost.*
- *I assist all staff with technical issues by contacting the relevant providers.*
- *I assist MCT staff in administrative tasks to make them save as much time as possible.*
- *I assist country Manager in updating CVs applied for new vacancies by moving and creating it using MCT CV Template form.*
- *Following up and making sure that missing document's (Ex: Criminal records, certificates, etc..) for each MCT*
- *employee needed from HR coordinator are available.*

First National Bank S.A.L, Beirut, Lebanon (Achrafieh Branch)

Customer service and Back office (CSR & BO) :

August 2014 - Feb. 2017

Roles & Responsibilities

- *Updating and opening new accounts for clients through new systems that take in consideration FATCA rules.*
- *Making deals for new accounts through kapiti system identifying the interest in addition to specifying whether the interest is monthly, quarterly, semi- annually or yearly.*
- *Managing the interests each month for client's accounts.*
- *Selling debit and credit cards in addition to filling the applications needed with checking up every filled detail and making sure that the signature of the client is identical to the one available at the bank.*
- *Selling insurance with Allianz SNA through the bank (Retirement plan, educational plan, wassilaty, rahaty, hemayati, tariky etc.)*
- *Issuing bankers checks and transfer orders inside and outside Lebanon.*
- *Issuing certificates for embassies.*
- *Filling applications for new product NFIF(National fixed income fund), which has a high return when investing in such kind of products that result in issuing a certificate of deposit for client with a semi-annually return with an interest that reaches 8% on LBP.*
- *Closing dues on credit cards monthly.*
- *Taking orders for checkbooks.*
- *Issuing the payments of Mechanic car fees.*
- *Handling inward clearing checks, including signature and amount verification and maintaining that the current account of the client is funded with money and if not calling the client to fund the account, in addition to that we can send approvals for well known clients whose blocking some of their accounts to the credit administration department and appraisal in order to pay the check.*
- *Handling enquiries from customers and calling them regarding returned checks and making relevant transactions.*
- *Making sure to settle on the system client's phone and electrical bills on due date.*
- *Supporting other business units when necessary.*

Bank Teller :

April.2011-July 2014

Roles & Responsibilities

- *Provides account services to customers by receiving deposits and loan payments, cashing checks, issuing savings withdrawals, answering questions in person or on telephone referring to other bank services.*
- *Record transactions by logging cashier's checks and prepare currency transaction reports.*
- *Informing clients of new services and product promotions, ascertaining customer needs and directing them to a branch representative.*
- *Complete special requests by closing accounts, printing special statement of account copies specially that is ordered for embassies.*

- Perform currency exchange.
- Reconciles cash drawer by proving cash transactions, counting and packaging currency and coins, and turning excess cash to head teller, maintain supply of cash and currency.
- Maintains customer confidence and protect bank operations by keeping information confidential.
- Selling insurance.

Internship

Sanofi - Aventis, Beirut, Lebanon Oct. 2010 – Dec.2010
Position: Database Entry

Roles & Responsibilities

- 1- Data base entry.
- 2- Matching each medicine with its price on excel sheets.

First National Bank S.A.L, Beirut, Lebanon (Mazraa Branch)

Training and passing through all branch sections (Teller, customer service, retail and back office) Sep. 2009

Education

Beirut Arab University, Beirut, Lebanon Oct. 2006 – June 2010
Bachelor of Business Administration • Banking & Finance Emphasis

Training Courses

ICH-GCP I & II & III (LMS Quiz) 2019& 2020& 2021

First National Bank, Beirut, Lebanon

FNB E-learning courses (Ethics part 2-Communication part 2- Customer focus, customer care, operational risk and IT security) Jan. 2017

New Microsoft program for updating and opening new Accounts for clients that depends on database entry and FATCA regulations. Aug. 2014

Anti-Money Laundry (AML) Mar. 2014

FATCA (Foreign Account Tax Compliance Act) Feb. 2014

FNB Orientation May. 2013

Customer Services Mindset Feb. 2012
 FNB E-learning (Ethics-Communication-Customer focus)

Skills

Fluent in Arabic and English, Basic in French

Advanced knowledge of Microsoft Office (Word, Excel, PowerPoint)
Advanced knowledge of Kapiti (Banking software)
Effective team player capabilities
Strong interpersonal and communication skills
Strong selling and marketing skills

Interests

Walking • Music

References

References shall be furnished upon request