

# Yara Antonios

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## EDUCATION

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### HOLY SPIRIT UNIVERSITY OF KASLIK

#### Masters of Diplomacy and International Security

- Graduation: 2022
- Master's Degree Project: EU Refugee Crisis:
- Relevant coursework: International Law, Conflict Resolution, Security Studies, Foreign Policy Analysis, International Organizations, Geopolitics

#### Bachelor of International Relations

- Graduation: 2018
- Relevant coursework: Global Politics, Comparative Politics, International Relations Theories, Global Governance, Environmental Politics, Economic Development

## PROFESSIONAL EXPERIENCE

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### PROCUREMENT OFFICER

Prince Group, Lebanon

2025- Present

- Managed the end-to-end procurement cycle, including identifying needs, sourcing suppliers, negotiating contracts, and purchasing goods and services in strict compliance with company policies and budgetary constraints.
- Developed and maintained strong, long-term relationships with local suppliers and vendors, resulting in improved service quality, favorable pricing, and timely deliveries.
- Conducted market research and supplier evaluations to identify cost-saving opportunities and ensure competitive pricing without compromising quality.
- Collaborated cross-functionally with finance, operations, and logistics teams to forecast demand, monitor inventory levels, and optimize stock management, minimizing overstock and stockouts.
- Monitored supplier performance, addressing any issues promptly to maintain supply chain efficiency and uphold company standards.
- Handled invoicing processes, including verifying supplier invoices against purchase orders and delivery receipts to ensure accuracy before processing payments.

## CUSTOMER EXPERIENCE SPECIALIST

Fact Universal, Capelli Sport, Lebanon

2023-2025

- Efficiently handled and resolved a high volume of customer inquiries and complaints through multiple communication channels, ensuring timely and satisfactory resolutions.
- Collaborated closely with sales, logistics, and marketing departments to deliver seamless and consistent customer service experiences.
- Analyzed customer feedback, surveys, and service data to identify trends and areas for service improvement, contributing to enhanced customer satisfaction and loyalty.
- Assisted in developing customer service protocols and best practices to streamline support operations and improve response times.
- Maintained detailed records of customer interactions and feedback to support continuous improvement initiatives and reporting.

## FRONT DESK COORDINATOR

Eastlake Cardiovascular, Saint Clair Shores, Michigan- USA

2022-2023

- Provided bilingual support to patients and staff.
- Managed front desk operations, appointments, and medical records.
- Demonstrated proficiency in utilizing Microsoft Office Suite and Beaumont Systems to complete tasks

## ORDER AND PAYMENT FACILITATOR

TN Thai Bistro, Grosse Pointe, Michigan

2021-2022

- Resolved Customer complaints and issues, maintaining a high level of customer satisfaction
- Handled cash transactions efficiently, and maintained accurate cash drawer reconciliation
- Proficiently used POS systems to process orders, manage carryout services, and contribute to overall restaurant operations

## HUMAN RIGHTS AND INTERNATIONAL RELATIONS

World Youth Alliance (WYAMENA)

2021

- Completed online courses on human rights, solidarity, and other crucial topics
- Became a WYAMENA member and trainer

Human Rights LAB- ArMa (Saint Joseph University)- Beirut- Lebanon

Spring 2021

- Conducted in depth research on the issue of Missing and Forcibly Disappeared persons in post-war Lebanon

- Contributed to the drafting of a comprehensive report for the National Commission, focusing on the roles of IOs and political parties in addressing this issue

International Center for Human Sciences (CISH- UNESCO)

Winter 2020

- Attended events and roundtables on International Law and Gender studies
- Compiled research and supported meetings with UN representatives

Diakonia, Sagesse University and Amel Association- Beirut- Lebanon

2019

- Completed a two-week intensive training course on international humanitarian and criminal law in armed conflicts
- Actively participated in team-based discussions and debates on complex legal cases related to humanitarian and international law

National Commission for Lebanese Women’s Headquarters – Lebanon

Summer 2019

- Supported board meetings and roundtables on Women’s rights
- Created reports and translated official documents for UN submission

## SKILLS

### LANGUAGE

- English: Highly proficient speaker and advanced writer
- French: Professional speaker and conversational writer
- Arabic: Native speaker and advanced writer

### CORE SKILLS

- Research and Analysis
- Communication
- Customer Service
- Teamwork