

**RITA HAWA**

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## PROFESSIONAL SUMMARY

Results-driven **Talent Management Professional** with **8+ years of experience** in **recruitment, talent acquisition, workforce development, and HR strategy**. Proven expertise in managing full-cycle recruitment, fostering employee engagement, and optimizing talent pipelines. Adept at working with diverse populations, including youth, women, and people with disabilities, to drive inclusion and career development.

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## PROFESSIONAL EXPERIENCE

### **Bridge Outsource Transform (B.O.T) – Lebanon & Jordan**

#### **Head of Talent Management** (*Jan 2022 – Present*)

- Oversee **talent acquisition, workforce development, and employee engagement** across Lebanon and Jordan.
- Develop and implement **strategic HR initiatives** to align talent strategy with business objectives.
- Lead and mentor a team handling recruitment, training, and career development programs.
- Ensure all HR processes are **ATS-compliant, data-driven, and aligned with industry best practices**.
- Drive initiatives to upskill employees and enhance workforce productivity.

#### **Talent Management Officer** (*Apr 2022 – Dec 2022*)

- Managed the **end-to-end recruitment process**, sourcing, screening, and placing candidates in AI and data-driven projects.
- Built and maintained an **engaged talent pool** to enhance workforce agility.
- Ensured **compliance with HR policies** and maintained accurate records for donor reporting.
- Collaborated with cross-functional teams to improve **HR technology platforms** and resolve system bugs.

### **shareQ NGO – ProAble Program – Lebanon**

#### **Employment Coordinator** (*Nov 2018 – Feb 2022*)

- Led recruitment efforts to connect **people with disabilities and vulnerable job seekers** with employment opportunities.
- Conducted **preliminary interviews**, candidate assessments, and employer matchmaking.
- Tracked hiring progress and provided **continuous follow-up and performance evaluations**.
- Organized **HR inclusion training** sessions for companies and managed training logistics and reports.

## **Retail Group – Lebanon**

### **Indoor Sales Agent (*Jan 2014 – Dec 2015*)**

- Delivered **exceptional customer service** and achieved sales targets.
  - Assisted customers in finding suitable products based on their needs and preferences.
  - Contributed to improving **customer retention and sales performance**.
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## **EDUCATION**

### **Bachelor's in Marketing (*2014 – 2018*)**

Holy Spirit University of Kaslik (USEK), Lebanon

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## **CORE SKILLS**

- Talent Acquisition & Recruitment
  - Workforce & Career Development
  - HR Strategy & Process Optimization
  - Employee Engagement & Retention
  - ATS Optimization & HR Technology
  - Training & Development
  - Performance Management
  - Stakeholder & Donor Reporting
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## **TECHNICAL SKILLS**

- **ATS & HR Tools:** Vtiger CRM, LinkedIn Recruiter
  - **Productivity Tools:** Microsoft Office Suite
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# LANGUAGES

- **Arabic:** Native
  - **English:** Fluent
  - **French:** Intermediate
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