

# GEORGES ABDEL NOUR

Lebanon-Naqqach | [LinkedIn Profile](#)

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Result driven Senior HR Professional with 5 years of experience in the retail industry, specializing in talent acquisition, employee engagement, performance management, and HR operations. Proven ability to support high-volume retail environments by aligning people's strategies with business objectives to drive performance, retention, and positive workplace culture. Experienced in managing end-to-end recruitment, onboarding, employee relations, policy implementation, training coordination, and compliance with labor regulations. Skilled in partnering with store managers and regional leadership to build high-performing teams, resolve workplace issues, and foster inclusive, customer-focused cultures. Recognized for strong interpersonal skills, confidentiality, and the ability to thrive in fast-paced retail environments.

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## EXPERIENCE

### Gray Mackenzie Retail Lebanon Group:

#### People and Culture Officer | JAN 26 – March 26

- Manage incidents such as employee complaints, workplace disputes, harassment claims, and misconduct by investigating and resolving them in a timely and professional manner.
- Handle workplace concerns, grievances, disciplinary actions, and conflict resolution while ensuring compliance with company policies and labor laws.
- Draft and update the Job Descriptions of the Group upon request, after conducting a Job Analysis and getting the validation of the job holder, direct manager and Chief People & Support Officer.
- Update on a quarterly basis the organizational structures of the various entities of the Group and send it to Senior Management for validation.

#### Employee Relations Officer | SEPT 23 – DEC 25

- Collaborate with department heads and senior management to align the HR manning guide with the company's staffing needs and organizational goals.
- Ensure consistent application of HR policies across retail stores, support managers with employee-related matters, and maintain accurate documentation.
- Support the performance management process by tracking appraisal cycles, coordinating review documentation, and assisting managers with performance evaluation tools and systems.

#### Junior Human Resources Officer | JAN 22 – AUG 23

- Assist in handling employee relations matters by supporting investigations, documenting cases, and helping maintain positive workplace practices in alignment with HR policies.
- Analyze employee feedback and performance data to help identify trends, prepare HR reports, and recommend initiatives to improve engagement and productivity.
- Assist in sourcing, screening, and interviewing retail staff, coordinating onboarding, induction, and documentation for new hires.

#### Employee Relations and Performance Management Intern | NOV 21 – DEC 21

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**Techlab FZE:****Human Resources and Administrative Officer | MARCH 21 – OCT 21**

- Managed full-cycle recruitment and onboarding for technical and non-technical roles, improving time-to-hire and ensuring a smooth employee experience.
  - Oversaw payroll coordination, leave management, HR compliance, and employee records while maintaining strict confidentiality and adherence to labor regulations.
  - Supervised daily office operations, vendor management, and workplace administration to support a productive, fast-paced tech environment.
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**EDUCATION****Bachelor of Science in Human Resources**

La Sagesse University June 2021

**Lebanese Baccaulaureate in Sociology and Economy**

Besancon – Baabda June 2016

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**TRAININGS & CERTIFICATES****Phi Management and The CPD Certifications Center**

Competency-Based Interview – Oct 25

**The Metropolis Forum**

Keys to HR Management – 2024

**Arcenciel**

Inclusive Recruitment Guidelines – 2022

**Proabled**

- Inclusive recruitment of persons with disabilities - 2022
- Essentials of disabilities & inclusion - 2022

**Think HR**

Secrets of Success & Building Charisma – 2019

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