

## **OBJECTIVE:**

Seeking to incorporate my earned academic education and experience, to succeed in a stimulating and challenging environment that will provide me with advancement opportunities.

## **PROFESSIONAL EXPERIENCE:**

### **Whish Money** | Beirut, Lebanon

#### **Officer, People Operations** | August 2025-Present

- Manage end-to-end employee lifecycle processes including onboarding internal movements, and offboarding while ensuring smooth transition in coordination with relevant parties.
- Prepare induction plans for new joiners in coordination with managers to ensure smooth integration and role clarity.
- Manage internal transfers and role movements, facilitating alignment between employees and management.
- Serve as the primary point of contact for employee relations, providing guidance and resolving HR matters.
- Handle disciplinary processes, including issuing warnings and penalties, while maintaining accurate records in the penalty/warning log.
- Enter new joiners' data into HR systems and maintain updated employee directory.

### **Bank Med** | Beirut, Lebanon

#### **Officer, HR Administration** | June 2024-July 2025

- Handle and process employees' inquiries and requests.
- Monitor, maintain, and update constantly the employees' attendance records and annual leaves
- Prepare NSSF documents to ensure all records pertaining to the employee status is up to date.
- Update different changes on the payroll system
- Process adhoc payments such as Meal, Transportation, and Tuition Allowance.
- Complete the procedure for new recruits and resigned employees.
- Forward credit card and loan application to concerned committees to obtain necessary approvals.
- Complete any task related to HR Administration function as required from the head.

#### **Officer, Talent Management & Human Resources Business Partner** | Oct 2023-June 2024

- Handle the performance appraisal system for all staff.
- Evaluate staff needs and monitor employee productivity.
- Enhance workforce retention, mentor internal development opportunities, and establish career options.
- Contribute in coordination with all stakeholders in strategic decisions concerning inhouse recruitment and promotions.
- Assist in preparing debriefs for clearing training nominations and in programs registration.
- Handle training logistics, update completed training data, evaluations, and payments.
- Study and Analyze all divisions restructuring by coordinating with the division heads.

#### **Officer, Talent Management** | April 2017-Oct 2023

- Prepare career plan evaluations, and conduct feedback sessions with the staff.
- Support Talent Management team in all programs including ceremonies.
- Manage portal uploads (material, assignments and schedules).
- Develop and launch internship and AUB part time programs.
- Deliver orientation sessions to new interns.
- Process confirmations, interim review, and extension preparations.
- Prepare rotation program for new recruits and ensure that all learning targets are attained.
- Prepare on-boarding evaluations, and Conduct feedback sessions with the staff.
- Update staff evaluations on the system.

# Riwa El Jammal

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## **Ana Aqra Association** | Beirut, Lebanon

### **Project Coordinator Assistant** |Jan 2017-April 2017

- Prepared materials needed for training.
- Sorted out data and presented reports to the project coordinator.
- Followed-up on the timeline of the work plan and reinforced time management.

## **Lebanese American University** | Beirut, Lebanon

### **Student Employment at the School of Business (Management Department)** |Sep. 2013-May 2016

- Provided assistance for the department staff and guests to the executive floor.
- Guided students with information related to their major.

## **Bank Audi** | Beirut, Lebanon

### **Human Resource Intern** |July 2015-August 2015

- Organized employee data and files.
- Developed skills in recruitment and human resources management.
- Enhanced my communication and business skills.

## **EDUCATION:**

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**Lebanese American University (LAU)** | Beirut, Lebanon | **GPA 3.4/4 (Honor)**

**BS in Business (Management)** | 2016

**Beirut Annunciation Orthodox College (BAC)** | Beirut, Lebanon

**Lebanese Baccalaureate in Sociology and Economics** | 2013

## **EXTRACURRICULAR ACTIVITY:**

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**Volunteer at Beirut Marathon Association** |November 2014

**Volunteer at American University of Beirut Medical Center** |April 2012-June 2012

### Languages

- Fluent English and Arabic speaker
- Beginner French ,Spanish, and Italian speaker

### Certificates

- Completion Certificate of "The Enigma of great leadership" Training
- Completion Certificate of Human Resource Management Training
- Completion Certificate of BDL exam, Banking Ethics

### Software Proficiency

- **Microsoft Office Suite:** Word, Excel, PowerPoint
- **Simulation Software Programs:** Capsim
- **Adobe Systems:** Adobe InDesign
- **ERP Software:** Focus 8