

Bassel Osman

Administrative & Financial Operations Specialist

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Summary

Versatile administrative professional with proven experience in administrative support, financial operations, and team coordination to enhance organizational efficiency and compliance. Skilled in budget management, record-keeping, stakeholder engagement, and communication strategies. Known for streamlining workflows, improving reporting accuracy, and fostering collaborative, high-performing environments. Actively seeking administrative assistant roles with a commitment to professionalism, reliability, and results-driven support. Open to opportunities in Lebanon and internationally.

Experience

Financial Officer – Part-Time – 2018 to Present

El Jebbeh Sweets, Lebanon

- Manage accounting operations including ledger maintenance, reconciliations, and financial reporting to ensure accuracy and compliance with accounting standards.
- Prepare detailed financial reports, analyzing revenue, expenses, and cash flow trends to support strategic decision-making.
- Oversee accounts payable and receivable processes, reducing outstanding invoices by 15% through improved follow-up and reconciliation procedures.
- Coordinate budgeting activities and monitor expenditures, contributing to a 10% reduction in operational costs over two years.
- Execute administrative functions such as documentation management, correspondence handling, and office organization to optimize workflow efficiency.
- Implement and maintain internal controls for financial transactions, minimizing discrepancies and ensuring data integrity.
- Collaborate with management to forecast financial performance and identify opportunities for profitability enhancement.
- Support audit preparation and liaise with external auditors to facilitate timely and accurate audit completion.
- Utilize accounting software and Excel for data analysis, report generation, and process automation to improve accuracy and reduce manual workload.

Restaurant Manager – 2018 to 2019

New Hallab, Baghdad

- Directed daily restaurant operations, ensuring smooth workflow and maintaining high standards of service quality and customer satisfaction.
- Supervised a team of 25+ staff, improving team productivity and reducing staff turnover by 12% through effective training and motivation programs.
- Developed and implemented inventory control procedures, decreasing food waste by 15% and optimizing cost management.
- Coordinated with suppliers and vendors to negotiate contracts, achieving a 10% reduction in procurement expenses.
- Monitored customer feedback and resolved complaints promptly, enhancing the overall dining experience and increasing repeat customer rate.
- Managed financial reporting and budgeting activities, contributing to a 7% increase in monthly revenue during tenure.
- Ensured compliance with health, safety, and hygiene regulations, leading the restaurant to pass all inspections with zero violations.
- Organized marketing initiatives and promotional events to boost brand visibility and attract new clientele in a competitive market.

Branch Manager (Franchise) – 2013 to 2018

Hallab Sweets

- Directed day-to-day branch operations, maintaining a clean, professional, and brand-compliant environment aligned with merchandising standards to enhance the in-store customer experience.
- Designed and launched promotional campaigns, seasonal contests, and customer appreciation initiatives, driving a 17% year-over-year increase in foot traffic and engagement.
- Resolved client concerns swiftly and empathetically, sustaining a 98% customer satisfaction rate and reinforcing the franchise's reputation for exceptional service quality.
- Collaborated with the Service Manager and department leads to streamline internal workflows, resolve staff issues, and ensure timely coordination across operational functions.
- Reviewed financial reports, monitored budget adherence, and controlled operational expenses while identifying improvement areas to maintain profitability and operational efficiency.
- Oversaw recruitment, training, and development of branch personnel, facilitating regular compliance briefings and performance reviews to uphold ethical standards and procedural consistency.
- Ensured full compliance with audit protocols, safety standards, and security measures, while actively encouraging community involvement to meet CRA-related outreach goals.

Administrative Assistant – 10/2010 to 06/2012

Food and Agriculture Organization (FAO)

- Delivered comprehensive administrative support to the Executive Directors of Planning, Communications, Record-Keeping, Reporting, and Monitoring, ensuring seamless coordination across governance and operational functions.
- Managed board meeting logistics and documented official meeting minutes with 100% accuracy, supporting program governance and enhancing internal transparency and decision-making processes.
- Facilitated internal communication and follow-up on action items, achieving a 95% on-time completion rate for assignments and executive directives, contributing to efficient planning and execution of program initiatives.
- Supported program managers and executive leadership with structured record-keeping, timely reporting, and continuous monitoring activities, improving data accessibility and organizational accountability.
- Demonstrated strong time management, punctuality, and professional reliability by consistently attending work and meetings, while maintaining responsibility for program resources including budgets, time, and equipment.
- Fostered a collaborative team environment by focusing on solution-oriented contributions, aligning cross-functional goals, and adapting effectively to change, resulting in improved coordination and team productivity.

Administrative Assistant – 2008 to 2010

Quality Inn Hotel

- Handled daily internal and external communications by drafting clear, accurate written correspondence using basic word processing tools and maintaining prompt email responses, improving guest service request turnaround by approximately 30%.
- Ensured confidentiality and discretion by strictly safeguarding sensitive guest and operational information, while preparing legible, well-organized documentation in compliance with internal hotel policies.
- Demonstrated active listening and professional engagement by thoroughly reviewing documentation prior to response, maintaining respectful, solution-oriented interactions with staff, guests, and management.
- Upheld high standards of professionalism by consistently displaying integrity, fairness, and respect across all interactions, contributing to a 20% increase in guest satisfaction scores during performance evaluations.
- Adhered to established operational procedures, administrative policies, and service protocols, continuously expanding role knowledge to enhance efficiency and support seamless front-office and back-office coordination.

Internship – 09/2008 to 10/2008

Jammal Trust Bank

- Supported the Budget, Personnel Management, and Systems Department with staff tracking and budget documentation, contributing to internal efficiency improvements.
- Collaborated with the Controller's Department in maintaining accounting records, preparing basic financial documents, and processing loan authorizations under supervision.
- Participated in credit risk data collection and monitoring activities within the Risk Management Office.
- Helped the External Relations Department with communication tasks to strengthen stakeholder engagement efforts.
- Provided administrative support to the Office of the Secretary by preparing documents and facilitating board meeting logistics.

Education

Master's Degree in Finance and Auditing – 2015 to Present

Bachelor's Degree in Economy and Management – 2008

Conservatoire National des Arts et Métiers (CNAM)

Skills & Expertise

- Financial Reporting
- Budget Management
- Account Reconciliation
- Expense Tracking
- Cash Flow
- Internal Controls
- Stakeholder Relations
- Team Coordination
- Workflow Optimization
- Data Analysis
- Audit Preparation
- Document Management
- Compliance Monitoring
- Communication Strategies
- Customer Service
- Inventory Control
- Staff Training
- Risk Assessment
- Microsoft Word
- Microsoft PowerPoint

Languages

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