

# Ola Bast

HR Officer | NGO Sector – Lebanon

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📍 Beirut, Lebanon

## EXPERIENCE

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### HR & Admin Officer (Maternity Cover)

IRL

08/2025 - 12/2025

- Managed the **full recruitment process**, including preparing job postings, screening CVs, organizing tests and interviews, and following up with candidates.
- Prepared **contracts, offer letters, and extensions**, and coordinating with external advisors.
- Coordinated **onboarding for new staff (2–5 hires per month)**, including orientation, induction, and administrative setup.
- Maintained and updated **employee records**, both digital and physical, ensuring proper filing and documentation.
- Tracked **attendance, leave, and timesheets**, followed up on absences, and updated leave balances.
- Prepared **monthly payroll**, reviewed data, shared payslips, and supported **final settlements**.
- Monitored **probation periods and yearly performance evaluations**.
- Organized **trainings and development activities**, including collecting training needs, coordinating logistics, and tracking outcomes.
- Managed **staff insurance**, including enrollments, removals, and follow-up on 30+ medical claims per year.
- Supported **general office administration**, including travel bookings, purchasing, and day-to-day office coordination.
- Prepared **official documents**, letters, certificates, reports, and translations.
- Assisted with **expatriate staff processes**, including documentation, visa applications, and permits.

### HR Administrator

Anera

12/2020 - 04/2025

- Managed **HR operations for 100–150 staff**, ensuring compliance with labor law, NSSF, and internal policies.
- Acted as **HR focal point for field offices**, conducting regular visits to support remote teams.
- Handled **employee relations cases**, including complaints, conflict resolution, and disciplinary actions.
- Managed **payroll, benefits, NSSF, and tax processes**, coordinating with finance and external legal/tax advisors.
- Oversaw **staff and consultant contract management (40+ consultants)**, including drafting, renewals, and amendments.
- Led **recruitment for 50+ positions**, including job posting, screening, interviewing, and onboarding.
- Delivered **orientation sessions** and ensured smooth onboarding.
- Monitored **attendance, leave, and timesheets**.
- Administered **staff insurance**, including enrollments,

## SUMMARY

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HR professional with extensive experience managing HR and administrative operations in Lebanon for NGOs. Skilled in **employee relations, recruitment, payroll, policy implementation, performance management, and staff development**. Experienced in supporting field offices, ensuring compliance with **labor law, NSSF, and internal procedures**. Strong interpersonal and organizational skills, with a commitment to child safeguarding and NGO values.

## SKILLS

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HR Administration & Internal Controls

Contract & Personnel File Management

Payroll Coordination & Benefits Administration

HR Policies, Procedures & Documentation

Lebanese Labor Law Compliance

Recruitment & Workforce Planning

## LANGUAGES

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Arabic

Native

English

Fluent

## EDUCATION

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### Economics

American University of Science and Technology  
2018

Economics (Honors)

Senior project published by Research Gate:  
"Economic Modelling of the effects of the Syrian refugees on the Lebanese economy."

- renewals, and handling 60+ medical claims annually.
- Maintained **HR records and systems**, improving filing, tracking, and audit readiness.
  - Supported **performance management and staff development**, including probation follow-ups, evaluations, and coordinating trainings.
  - Acted as **PSEA Focal Point**.

#### **Administrative Officer**

Promedic EMMS

07/2019 - 02/2020

- Managed the EMMS system, ensuring accurate data entry and reporting.
- Coordinated recruitment activities, maintained updated employee files, and ensured job descriptions were current.
- Supported employee relations and addressed staff concerns in coordination with management.
- Oversaw office administration, including supplier coordination, appointments, and procurement of office supplies.
- Ensured timely and accurate handling of internal and external documents.

## **CERTIFICATES**

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#### **Human Resources: Strategic Workforce Planning**

LinkedIn Learning

02/2026 - Present

#### **Industry Advisory Mechanisms: Boards, Committees, Councils**

World Bank Group

02/2026 - Present

#### **Human Resources: Using Metrics to Drive HR Strategy**

01/2026 - Present

#### **Certificate of Completion: Cyber Security Training Course - Phishing and Today's Cyber Attacks - anera & base solutions LLC**

12/2021 - Present

#### **Certificate of Completion: Fraud Awareness Training Course**

03/2021 - Present

#### **Certificate of Completion PSEA ( Prevention of Sexual Exploitation and Abuse ) - UNICEF**

12/2020 - Present