

# ELIE KALLAS

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## SUMMARY

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MBA graduate with a concentration in Human Resources and experience in banking, insurance, and data-related work. Developed practical skills in client interaction, financial operations, and supporting data analysis tasks. Strong communication and teamwork abilities, with experience working in fast-paced environments. Looking to grow and contribute to business or HR roles.

## EXPERIENCE

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### Retail Banker and ATM Banker, Bank Audi

Apr 2024 - Jan 2025

*Internship*

*Beirut, Lebanon*

- Provided retail banking services including account handling and card issuance
- Processed customer transactions accurately and efficiently
- Assisted in ATM cash replenishment and reconciliation
- Maintained high standards of customer service in a fast-paced environment

### Insurance Agent, Sécurité Assurance

Aug 2022 - Nov 2023

*Internship*

*Dekwaneh, Lebanon*

- Built and maintained client relationships by understanding customer needs and recommending suitable insurance solutions
- Assisted clients in selecting appropriate policies, ensuring clarity and transparency throughout the process
- Contributed to customer satisfaction by providing reliable support and timely communication
- Supported business growth by engaging with new and existing clients and promoting insurance services

### Intern, Statistics and Characterization

Dec 2021 - Jan 2022

*Internship*

*Zalqa, Lebanon*

- Assisted in collecting and analyzing statistical data to support ongoing projects
- Contributed to data interpretation and preparation of reports for decision-making purposes
- Supported team members in organizing and processing datasets with accuracy and attention to detail

## EDUCATION

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### Université La Sagesse

Jul 2022 - Dec 2025

*Professional Master in Business Administration*

*Beirut, Lebanon*

- Focused on Human Resources, with coursework in organizational behavior, talent management, and business strategy

### Université La Sagesse

Aug 2019 - May 2022

*Bs in Business Administration*

*Beirut, Lebanon*

- Comprehensive business education with exposure to finance, marketing, and management principles

## RESEARCH

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### Université La Sagesse

Dec 2024 – Dec 2025

*E-Recruitment & Candidate Experience – Lebanese Retail Sector*

*Beirut, Lebanon*

- Conducted quantitative research analyzing 162 respondents using statistical tools (SPSS)
- Identified key drivers of candidate satisfaction, including communication, fairness, and usability
- Demonstrated how digital recruitment impacts employer branding and talent attraction
- Provided actionable insights for improving recruitment strategies in competitive markets

## SKILLS

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**Technical & Soft Skills:** Microsoft Office, Basic Data Analysis, Data Entry & Reporting, CRM / Customer Relationship Handling, Customer Service, Teamwork, Time Management

**Languages:** English (Fluent), Arabic (Native), French (Fluent)