

Maha Y. Semaan

Junior Project Coordination / PM Support Experience / Strategic Executive Assistant

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Profile

Results-driven coordination and project support professional with 15+ years of progressive experience managing complex operations across international institutions, healthcare, and corporate environments, and NGOs. Proven ability to drive cross-functional coordination, stakeholder engagement, and program delivery under high-pressure conditions.

Education

Political & Administrative Sciences | B.A. & M1

Lebanese University | Jal El Dib | 1999

Diplomas

- **Advanced Project Management Fundamentals Workshop**– ESA (2026)
- **CPD Certified TOT** – Mind Navy (2025)
- **Professional Management Program** – IABC (2015)
- **NGO Project Management** – IABC (2015)
- **Business Writing Certificate** – ALLC International House Beirut (2008)
- **Microsoft Office** – TLC (2006)
- **English Language Certificate (Completion of 4th Year)** - ALLC International House Beirut (2000)
- **Competency and TOEIC** – ALLC International House Beirut (2000)
- **English Teaching** – ALLC International House Beirut (2000)

Professional Certificates

- **CPD Certified - Mastering Supervision** – Alison Empower Yourself: Skills and Strategies for Effective Leadership (2026)
- **CPD Certified - Change Management** - Alison Empower Yourself: Organizational Capacity for Change (2026)
- **CPV Leadership: Creating Public Value** – HarvardX – Online Learning (2025)
- **Customer Service Certification** – IABC (2015)
- **Investigation Sites** – GCP (2013)

Trainings and Workshop Experience

- **Project Manager & English Language Trainer**

Action for Social Integration & Aid (ASIA) Initiative

- ✓ Coordinate and implement English language training programs for Grade 3–6 students
- ✓ Deliver curriculum-aligned instruction and facilitated teacher training workshops

Professional Experience

Executive Assistant to the Secretary General

MECC | Middle East Council of Churches | Beirut | Sep 2025 till now

- Support the Secretary General in managing emails, calendar, and confidential files.
- Dispatch mail, invitations, and parcels addressed to the Secretary General.
- Manage the Secretary General's calendar, meetings, and travel arrangements.
- Handle confidential information with discretion and maintain data privacy standards
- Assist with preparing presentations and briefing materials for meetings and conferences.
- Maintain contact lists and manage communication distribution for the SG office.
- Monitor deadlines and follow up on pending tasks to ensure timely completion
- Receive calls and visitors, screen requests, take messages, and redirect as needed.

- Organize and file documents, reports, and other materials.
- Oversee the preparation of materials and logistics for executive meetings and events, ensuring protocol compliance.
- Prepare agendas, take minutes, follow up on action points, and provide updates for official meetings.
- Support digital file management and archiving systems to ensure proper documentation
- Act as SG's coordinator, maintaining relationships with executives, staff, legal counsel, regional offices, partners, and external stakeholders.
- Perform other duties assigned by the Secretary General.

Lower School Executive Secretary

International College | Ain Aar | Jul 2024 – July 2025

- Coordinated administrative and operational workflows to support school-wide initiatives, acting as a central point of contact for staff, parents, and external stakeholders.
- Managed complex scheduling and calendar planning for leadership, organizing meetings, resolving conflicts, preparing agendas, and tracking action items to ensure timely follow-up.
- Supported end-to-end coordination of the admissions process, including application tracking, stakeholder communication, and progression of candidates through assessment and interview stages.
- Managed the end-to-end admissions cycle, serving as the primary point of contact for families throughout application submission, eligibility review, assessment scheduling, and interview coordination.
- Maintained and managed student data systems (Eduka, Pronote, Toddle, Laserfiche), ensuring data accuracy, accessibility, and compliance with confidentiality standards.
- Coordinated cross-functional communication between departments, district offices, and external partners to ensure alignment and smooth information flow.
- Tracked attendance data for staff and students, supporting reporting processes and contributing to payroll coordination and workforce planning.
- Supported operational continuity by coordinating staff replacements and resource allocation during absences.
- Processed staff transportation allowances using Oracle, ensuring compliance with organizational policies and accuracy of financial data.
- Planned and executed logistics for meetings, events, and school programs (including seminars, field trips, and in-service days), ensuring smooth delivery and stakeholder alignment.
- Managed office budgets and petty cash, including tracking expenditures, reconciling accounts, and supporting financial reporting processes.
- Provided administrative and financial coordination support, including payments, entitlements, and budget-related activities.
- Coordinated procurement activities by liaising with suppliers, tracking orders, ensuring timely deliveries, and resolving documentation or service issues.

Preschool Executive Secretary

International College | Beirut | Sep 2020 – Jun 2024

- Coordinated institutional calendars and facilitated high-level meetings, resolving scheduling conflicts and ensuring timely follow-up on all action points and decisions.
- Managed the end-to-end admissions cycle, serving as the primary point of contact for families throughout application submission, eligibility review, assessment scheduling, and interview coordination.
- Tracked and followed up on incomplete applications, proactively communicating with families to ensure all documentation met institutional requirements and timelines.
- Maintained and updated student records across multiple data management systems (Eduka, Pronote, Toddle), ensuring accuracy, confidentiality, and compliance with institutional data standards.
- Compiled and distributed student information reports covering attrition, parental status, and homeroom details to support operational and planning decisions.
- Acted as liaison between the preschool, other school divisions, district office, and external stakeholders, coordinating documentation and information flow across all parties.
- Tracked staff, faculty, and student attendance — including tardiness and early dismissals — feeding accurate data into payroll processing workflows.
- Administered staff and faculty transportation allowances through the Oracle system, ensuring precise processing in full

compliance with IC policies.

- Planned and organized institutional meetings including PLT sessions, parent meetings, and director engagements, managing all logistical and administrative arrangements.

IR Project and Patients Coordinator / Assistant to Chief Division

Lebanese Hospital Geitaoui | Beirut | Mar 2019 – Aug 2020

- Monitored and coordinated administrative workflows within the IR Division, ensuring timely execution of processes and alignment with operational priorities.
- Acted as a central coordination point between patients, medical staff, and service teams, managing documentation, eligibility verification, and process progression.
- Coordinated scheduling of procedures, appointments, and referrals, aligning weekly plans with clinical teams and supporting urgent case prioritization.
- Facilitated cross-functional communication between medical, administrative, and support departments to ensure smooth execution of operations and resolution of sensitive issues.
- Maintained and managed division schedules, reports, and documentation, ensuring accuracy, timeliness, and proper escalation of critical incidents.
- Tracked operational activities and supported reporting processes, contributing to visibility on workflow status and performance.
- Coordinated procurement and billing processes by liaising with internal departments, ensuring completeness of documentation and adherence to financial procedures.
- Supported end-to-end procurement tracking, including approvals, delivery follow-ups, invoicing, and audit documentation to ensure compliance and accuracy.

Clinical Research and Personal Assistant

Dr. Joe Khoury - LAUMC Hospital | Beirut | Aug 2018 – Feb 2019

- Coordinated patient appointment scheduling and stakeholder follow-up, ensuring seamless information flow between patients, physicians, and pharmacies to support smooth clinical process execution.
- Managed the physician's calendar and meeting coordination, including prioritization of engagements, agenda preparation, documentation, and tracking of outstanding action items.
- Maintained and organized operational documentation — including invoices, medical reports, and payment records — ensuring accuracy, accessibility, and strict adherence to internal and external reporting deadlines.
- Reviewed and consolidated clinical and administrative reports, supporting timely submission and enhancing information clarity for physician decision-making.
- Oversaw monthly financial reconciliation by cross-referencing the physician's procedure activity against hospital billing records and procedure codes, ensuring full accuracy and compliance in financial reporting.
- Coordinated end-to-end procurement of office supplies and equipment, managing requisition review, vendor coordination, purchasing, and delivery follow-up to ensure cost efficiency and resource availability.
- Monitored administrative and financial workflows, proactively identifying delays and following up to ensure timely completion of key operational and reporting tasks.

Project Coordinator / Office Secretary

Novus Aviation Capital | Beirut | Mar 2017 – Jul 2018

- Managed and maintained organizational documentation (invoices, reports, payment records), ensuring accuracy, accessibility, and timely completion of internal and external reporting deadlines.
- Coordinated executive support operations for the CEO, managing communications, prioritizing requests, and ensuring efficient day-to-day workflow.
- Planned and executed travel logistics for the CEO and international guests, including accommodation, transportation, and visa coordination, ensuring seamless delivery and adherence to schedules.
- Supported stakeholder interactions by acting as a coordination point for visitors, partners, and external contacts, ensuring smooth communication flow.
- Assisted in coordinating the development and finalization of a published book, including tracking revisions, editing and proofreading content, and managing document versions to ensure accuracy and timely completion.

Clinical Researcher / Administrative Coordinator / Assistant to the Chief of Cardiology

Bellevue Medical Centre | Mansourieh | Dec 2012 – Dec 2016

- Coordinated patient scheduling and pre-admission processes, ensuring timely completion of documentation and alignment between medical, admissions, and insurance stakeholders.
- Managed executive and clinical calendars, organizing meetings, resolving scheduling conflicts, preparing agendas, and tracking action items to support efficient decision-making.
- Maintained and updated medical documentation and reports, ensuring accuracy, completeness, and timely distribution to support operational workflows.
- Facilitated communication between patients, physicians, pharmacies, and international stakeholders, ensuring clear information flow and timely updates on processes and requirements.
- Supported coordination of a global clinical research program (GLORIA™-AF Registry), tracking patient data, monitoring progress, and contributing to reporting on treatment outcomes and compliance.
- Coordinated logistics and travel arrangements, including scheduling, transportation, accommodation, and itinerary planning to ensure smooth execution of operational activities.

Executive Assistant

C&C Group | Beirut | Sep 2009 – Jan 2012

- Supported executive operations by managing incoming communications, preparing correspondence, and ensuring timely dissemination of management decisions to relevant stakeholders.
- Coordinated executive scheduling and high-level meetings, including agenda preparation, conflict resolution, documentation, and tracking of action points to ensure follow-through.
- Managed end-to-end financial processing workflows, including invoice verification, accounts payable/receivable tracking, and petty cash administration to ensure accurate and timely financial operations.
- Coordinated cross-functional communication with suppliers, creditors, insurance brokers, and clearance agents to resolve discrepancies and ensure continuity of operations.
- Maintained and updated financial and operational documentation, including invoices, payment records, and reports, ensuring accuracy, traceability, and compliance with internal procedures.
- Supported financial reconciliation activities, including bank deposits, statement matching, and commission calculations, ensuring consistency and data integrity across reporting cycles.
- Coordinated logistics and travel arrangements, including scheduling, transportation, accommodation, and itinerary planning to support operational efficiency.

Head of Customer Care Department & Operations Support

LaboTech Engineering | Beirut | 2006 - 2009

- Served as the primary point of contact for customer inquiries, managing daily interactions and ensuring a consistently high standard of service delivery and satisfaction.
- Managed and prioritized incoming customer communications across multiple channels — calls, emails, and faxes — ensuring timely, accurate, and professional responses.
- Maintained and organized customer-related documentation and service request records, ensuring accurate tracking and efficient filing for operational reference.
- Coordinated end-to-end travel and logistics arrangements for company employees and guests, including hotel bookings, airport transfers, and embassy coordination for visas and invitations.
- Oversaw employee travel planning from scheduling and transportation to accommodation bookings and itinerary arrangement, ensuring smooth and efficient travel operations across the organization.
- Supported procurement and order processing by liaising with local and international suppliers, coordinating purchase requests, and ensuring smooth handover to the accounting and order processing departments.
- Consolidated and dispatched necessary parcels and materials, maintaining accurate records to support timely and efficient delivery operations.

English Teacher

Zahrat Al Sahra' International School | KSA | 2001 - 2002

English Teacher

Santa Maria School | Beirut | 2000 - 2001

Skills

Project coordination & planning
Timeline & deadline tracking
Action item & risk monitoring
Meeting facilitation & documentation
Multi-stakeholder engagement
Executive-level liaison & support
Cross-functional team coordination
Donor & partner communication
Event & logistics management
Protocol compliance
Document & records management
Digital archiving & filing systems
Briefing & status reporting
Data accuracy & confidentiality
Budget tracking & petty cash management
Procurement & vendor coordination
Accounts payable & receivable
Payroll support
Problem-solving & decision-making
Time management & prioritization
Attention to detail
Adaptability & discretion