



# TRACY RIZK

HR PROFESSIONAL

## CONTACT

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- Roumieh, Lebanon

## EDUCATION

- 2019–2022**  
**NOTRE DAME UNIVERSITY LOUAIZE**
  - MS Business Strategy
- 2011–2016**  
**NOTRE DAME UNIVERSITY LOUAIZE**
  - BBA Human Resources

## SKILLS

- HR Operations
- Employee Engagement
- Performance Management
- Talent Acquisition
- Teamwork
- Time Management
- Effective Communication
- Decision Making

## LANGUAGES

- English (Fluent)
- Arabic (Intermediate)
- French (Basic)

## PROFILE

HR Professional with 3+ years of experience managing end-to-end HR operations across Lebanon and GCC markets (UAE, KSA, Qatar). Experienced in talent management, employee relations, and developing structured HR practices that support business growth. Skilled in performance management, organizational development, and fostering positive employee engagement initiatives across dynamic work environments.

## WORK EXPERIENCE

- intouch SAL** 2023 – PRESENT  
HR Professional
  - Manage end-to-end recruitment processes, including job posting, applicant screening, and hiring coordination.
  - Develop and maintain employee KPI, objectives, and performance tracking databases.
  - Draft and improve HR policies, processes, and forms related to recruitment, onboarding, performance management, and training.
  - Collaborate with senior leadership to implement HR strategies that support business growth and employee engagement.
  - Maintain accurate employee records, contracts, promotions, and supervise NSSF administration and employee-related inquiries.
  - Prepare payroll data and lead initiatives promoting employee well-being, diversity, inclusion, and open communication.
- Byblos Bank SAL** 2019 – 2023  
Customer Relationship Officer
  - Managed client portfolios strengthening retention and satisfaction
  - Supported branch operations and trained new hires
  - Contributed to digital transformation initiatives (paperless processes)
- Byblos Bank SAL** 2016 – 2019  
Teller
  - Handled high-volume financial transactions ensuring accuracy and compliance
  - Managed vault operations and ATM liquidity

## ADDITIONAL INFORMATION

### Software Skills

- Zoho People
- HubSpot
- ClickUp
- Microsoft Office
- WPS

### Certifications

- Banking Ethics Certificate-ESA
- Effective Communication in the Workplace-Udemy
- HR People Analytics-Udemy