

Tracy Rizk

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Background

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.

Professional Experience

Human Resource Professional March 2023 to Present

intouch S.A.L– Lebanon

- Prepare and post job vacancies on recruitment channels and ensure screening of applicants in line with job specifications.
- Draft, update, and improve HR processes, policies, and forms for recruitment, onboarding, performance, and training.
- Partner with senior leadership to develop HR strategies that drive growth and improve employee engagement.
- Maintain accurate employee records, contracts, promotions, and handle NSSF administration and employee-related inquiries.
- Coordinate with auditors across all markets to ensure HR practices and documentation remain compliant with local regulations and company standards.
- Prepare payroll data, including wages, overtime, allowances, and deductions.
- Act as the liaison between insurance brokers and employees, handling insurance-related requests and inquiries.
- Foster a healthy and inclusive workplace by implementing initiatives focused on employee well-being, diversity, and open communication.

Customer Relationship Officer June 2019 to Feb 2023

Byblos Bank S.A.L – Lebanon

- Promote bank's products, complete client files, and provide prompt assistance in choosing the adequate product/service.
- Open and manage customer's accounts after completing the necessary requirements and documentation.
- Perform KYC cleansing every three years for bank's customers.

Customer Relationship Junior Officer-Cash June 2016 to June 2019

Byblos Bank S.A.L – Lebanon

- Process deposits, withdrawals, and other banking transactions for a high volume of customers.
 - Execute cash and non-cash transactions (transfers out, banker cheques...)
 - Manage the branch's cash vault and handle the replenishment and depletion of ATM.
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Education & Certification

2022	Notre Dame University Louaize, Lebanon – MS in Business Strategy
2019	École Supérieur des Affaires (ESA Business School), Lebanon – Banking Ethics Certificate
2016	Notre Dame University Louaize, Lebanon – BBA in Human Resources Management

Skills & Competencies

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| - Time Management | - Effective Communication | - Decision Making |
| - HR Operations | - Performance Management | - Employee Engagement |
| - Talent Acquisition | - Attention to Detail | |
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Languages and Computer Skills

- English (Fluent)
- Arabic (Fluent in oral and intermediate in writing)
- Microsoft Office; WPS; Slack; HubSpot; Zoho People & Recruit; Clickup