

Haitham Hamadeh

+961 76 075 581 | haytham.hamade@outlook.com | Beirut, Lebanon

Education

Notre Dame University – Louaize (NDU)

| Zouk Mosbeh, Lebanon | Aug 2019 – May 2022

Bachelor of Arts (BA) in Psychology – Industrial

Work Experience

➤ **Quality Assurance Office, Smart Source | Beirut, Lebanon | April 2025 – Present**

- Monitored a selection of inbound and outbound calls to assist in evaluating customer service quality and policy adherence.
- Completed QA evaluation forms and documented findings using standardized guidelines.
- Assisted in delivering feedback and coaching points to agents under the supervision of senior QA staff.
- Contributed to weekly QA reports and flagged recurring customer service issues.
- Participated in calibration sessions and training meetings to improve consistency in evaluations.
- Maintained organized QA documentation and supported the wider QA and training team with administrative tasks.

➤ **Human Resources Internship, Smart Source | Beirut, Lebanon | March 2025**

- Assisted in the recruitment process including job posting, CV screening, scheduling interviews, and communicating with candidates.
- Maintained accurate employee records and helped update the HR database with personnel information.
- Observed and learned about public sector HR procedures and compliance with labor and civil service regulations.

➤ **Patient Services Representative, Smart Source | Beirut, Lebanon | October 2023 – April 2025**

Ears, Nose, Throat and Plastic Surgery Associates, Orlando Florida

- Assist patients with setting appointments and manage schedules efficiently
- Respond to patient inquiries and provide support promptly
- Ensure a high standard of customer service and patient satisfaction
- Knowledgeable in operating ModMed Software
- Maintains accurate and timely entry of data

➤ **Human Resources Trainee – Recruiter, VisionServo | Remote, Lebanon | June 2023 – July 2023**

- Interview candidates (via phone, video, and in-person)
- Qualify or reject candidates based on interview feedback and resume reviews
- Serve as a contact person for questions from candidates
- Provide shortlists of qualified candidates to hiring managers
- Knowledgeable of the Lebanese Labor Law
- Design and update job descriptions
- Collaborate with managers to identify future hiring needs

- **University Internship Course**

Job shadow experience in Human Resources, Benta Pharmaceutical Industries, March 2022

- Observed the HR team in recruiting and onboarding employees.
- Shadowed the HR team in conducting employee-training sessions on company policies and procedures.
- Participated in screening resumes and interviews, and scheduling follow-up interviews
- Assisted in updating and maintaining employee records.

Certificate

IAB Digital Marketing & Media Foundations Certification, Google Digital Garage; The Open University | Online (September 2022)

Observed and learned about public sector HR procedures and compliance with labor and civil service regulations.

Skills and Activities

- **Skills:** Attention to Detail | Organized | **Problem-Solving skills** | **Computer Proficiency** | Microsoft office | Communication Skills |
- **Languages:** Fluent in **English** (Professional), and **Arabic** (Native)