

Basel Fawaz

Human Resources Officer

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PROFESSIONAL SUMMARY

Dedicated and results-driven Human Resources Officer with 3+ years of experience managing full-cycle HR operations in fast-paced environments. Proven expertise in talent acquisition, payroll management, HRIS implementation, performance management, and labor law compliance. Skilled in leveraging AI-powered HR tools and people analytics to drive data-informed workforce decisions. Committed to fostering positive organizational culture and delivering measurable business outcomes.

PROFESSIONAL EXPERIENCE

Human Resources Officer | Aljawad Restaurant — Beirut, Lebanon

October 2022 – Present

- Managed end-to-end recruitment processes for F&B teams, ensuring optimal talent fit for operational needs.
- Oversaw employee relations, resolving workplace concerns and maintaining a positive, collaborative environment.
- Administered compensation, benefits, and payroll with full compliance to Lebanese labor regulations.
- Implemented performance management systems using continuous feedback models, improving productivity by 10%.
- Developed and enforced HR policies and procedures tailored to the F&B industry.
- Coordinated recruitment for new branch: created job descriptions, posted openings, and screened/interviewed candidates.
- Analysed recruitment and retention data, achieving 20% increase in retention and 15% reduction in recruitment costs.
- Led implementation of a new HRIS, centralizing employee data and improving reporting capabilities.
- Conducted market compensation analysis, leading to 15% increase in job offer acceptance rates.
- Ensured full compliance with local labor laws, eliminating violations during routine audits.

Human Resources Supervisor | Gray Mackenzie

2024 (Dual Employment)

- Supervised HR operations and supported workforce planning in a dual employment capacity.
- Advised management on HR policy, employee relations, and compliance matters.

HR Intern | Evolve Solution

Jan 2022 – May 2022

- Supported HR team in recruitment, onboarding, and administrative HR functions.

Front of House Manager | Fit District Gym

2018 – 2020

- Managed front-of-house operations, customer relations, and staff scheduling.

EDUCATION

Bachelor's Degree in Human Resource Management

Beirut, Lebanon | 2019 – 2022

CERTIFICATIONS & TRAINING

- The Fundamentals of Digital Marketing — Google
- Human Resources Program — Forge
- How to Build and Scale a Fully Remote Onboarding Process — SHRM

- Strategies to Maximize Workplace Success — SHRM
- Organizational Agility — SHRM
- Giving Helpful Feedback — Coursera
- Human Resource Management Principles — Edrak
- Advanced Skills in Excel — Edrak

CORE COMPETENCIES & SKILLS

HR Expertise

- Talent Acquisition & Full-Cycle Recruitment
- Payroll Processing & Compensation Management
- Employee Relations & Conflict Resolution
- HR Policy Development & Implementation
- Performance Management & KPI Tracking
- Onboarding & Offboarding
- Workforce Planning & Succession Planning
- Labor Law Compliance & Audit Readiness
- Coaching, Mentoring & Training Delivery
- HRIS Implementation & Administration

AI & Digital HR Tools

- AI-Powered Recruitment Platforms (HireVue, Paradox/Olivia)
- Predictive People Analytics & HR Data Analysis
- AI-Driven Performance Management Systems
- Resume Screening Automation (Workday, Greenhouse)
- AI for Employee Engagement & Sentiment Analysis
- Generative AI for HR Content Creation (ChatGPT, Claude)
- HR Chatbots & Virtual Assistant Integration
- Data-Driven Workforce Decision Making

Technical & Professional Skills

- Microsoft Office Suite — Word, Excel (Advanced), Outlook
- HR Analytics & Reporting
- Financial Analysis
- Decision Making & Critical Thinking
- Organization & Problem Solving
- Time Management & Prioritization

Languages

- Arabic — Native
- English — Proficient