

Fatima Maher Al Khatib

Human Resources Management Student

☎ +961 71 392143 | ✉ Fatima.la.khati@gmail.com | 📍 Beirut, Lebanon |
<https://www.linkedin.com/in/fatima-alkhatib-2a3139362>

Professional Summary

Ambitious and creative Human Resources Management student with three years of experience in online sales, digital marketing, and event planning. Strong leader and team player, skilled in data management, customer service, and call center operations. Highly motivated to contribute innovative ideas, coordinate projects efficiently, and grow professionally in a dynamic work environment.

Education

Bachelor's degree in human resource management (In Progress)

AUL University – Beirut, Lebanon

Experience and volunteering

Call Center Agent | Touch Lebanon | 2025 – Present

- Handle inbound and outbound customer calls professionally.
- Resolve customer issues related to mobile services, billing, and technical support.
- Use CRM systems to document interactions and ensure customer satisfaction

Data Management Assistant (Short-Term Contract) | UNRWA – KfW Project | 2024

- Completed a 40-day Cash for Work (CfW) program supporting youth employment initiatives.
- Managed and organized program data, ensuring accuracy and data integrity.
- Worked within an international NGO environment in collaboration with German Cooperation (KfW).

Volunteer Team Leader | Al Ola Charitable Association (May 2024 – August 2024)

- Led a volunteer fundraising team supporting student educational initiatives.
- Coordinated tasks and activities to achieve project objectives.

Event Volunteer – Aley International Festival, Lebanon (July 2025)

- Assisted with event operations and visitor support.
- Helped manage attendee organization and ensure a smooth festival experience

Volunteer – Metanoia Wellness Festival (International Yoga Day), Lebanon (22 June 2025)

- Supported event coordination and entrance management.
- Welcomed attendees and assisted with entry fee collection.
- Helped with logistics including lighting and music coordination...

Certifications & Training

- Digital Marketing Course – CIS College
- Event Management Course – CIS College

Skills

- Communication & Interpersonal Skills
 - Customer Service
 - Teamwork & Collaboration
 - Time Management
 - Problem-Solving
 - Event Coordination
 - Organization & Attention to Detail
 - Microsoft Office (Word, Excel, PowerPoint)
-