

Nada Hammoud

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Professional Summary

MHRM candidate at AUB experienced in supporting people operations, KPI tracking, documentation, and cross-functional coordination. Skilled in HR analytics, communication, workflow optimization, and conflict resolution. Known for attention to detail, problem-solving, and teamwork.

Education

American University of Beirut (AUB), Beirut, Lebanon <i>Masters in Human Resources/MHRM</i> Graduate Assistant	Oct. 2025– Jan. 2027
Lebanese International University (LIU), Beirut, Lebanon <i>Bachelor's in International Business Management/IMGT</i> GPA: 3.87	Nov. 2020– Jul. 2024

HR Project Experience, MHRM Program	Nov. 2025– Dec. 2025
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- MEHE Job Analysis & Job Description Standardization Project
 - Conducted structured job analysis through observation and interviews.
 - Audited and standardized job descriptions.
 - Benchmarked roles against HR best practices.
 - Developed competency-based job descriptions.
 - Presented the finalized framework to the Minister of Education.

Professional Experience

Resupply Manager, Life DME, Chicago, USA (Remote)	Jan. 2025– May. 2025
- Collected and organized customer service interaction data (response times, ticket types, satisfaction trends) and developed clear KPI dashboards using Excel/Sheets to visualize performance. Presented insights to management to support decisions on workflow improvements and service quality. - Ensured accurate documentation of customer interactions and follow-ups, identified gaps in process consistency, and developed clear SOPs to standardize how the team handles inquiries, complaints, and service procedures—improving compliance and operational efficiency.	

Marketing Manager, Autopia World, Beirut, Lebanon	Oct. 2022– Jul. 2025
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- Improved workflows and contributed to operational efficiency by streamlining content creation and approval processes, reducing bottlenecks and ensuring timely campaign delivery.
- Supported team training and onboarding in content and communication tasks through training new team members on brand guidelines, tools, and communication standards,

- Created data-driven performance reports to measure campaign results and team productivity, using metrics related to HR analytics, KPI tracking, and performance evaluation process.

Skills, Languages, & Others

Technical Skills: Employee Relations • Conflict Resolution • Training Support • Administration • Compliance • SOPs • Excel • Google Sheets • CRM Tools • Microsoft Office

Soft Skills: Negotiation • Leadership • Communication

Languages: Arabic (Native); English (Fluent); French (Basic)

Certificates:

- LAU Certificate: Power of innovation and creativity
- Asana Academy: Management courses
- University of Michigan: Strategic Negotiation by Coursera
- LinkedIn Courses: Human Resources Foundations
- LinkedIn Courses: Talent Acquisition: Build a Hiring Strategy
- LinkedIn Courses: HR as a Business Partner
- LinkedIn Courses: Organizational Learning & Development