

ANTHONY ASSAF

Finance & Banking Professional | Operations Management

Baabda, Mount Lebanon • +961 03 475 235 • anthonyassaf98@gmail.com

PROFILE

Finance & Banking graduate with over four years of progressive operations management experience at Maids.cc (Dubai), spanning team leadership, process improvement, and customer service. Trilingual in English, French, and Arabic, with additional exposure to Polish. Strong analytical, organizational, and leadership skills developed through managing daily operations, supervising teams, and driving continuous improvement.

EXPERIENCE

Maids.cc, Dubai (Remote) — Operations Manager, Cleaning Services *Jan 2026 – Jul 2026*

- Managed daily cleaning operations, team schedules, and booking accuracy, improving attendance reliability and retention.
- Partnered with Business Analysts to identify automation opportunities and streamline workflows, boosting productivity.

Maids.cc, Dubai (Remote) — Operations Manager, Medical Team *Jan 2025 – Jan 2026*

- Reduced the company's insurance loss ratio through effective claim handling and process optimization.
- Led and coached medical support teams across chat and phone channels; recruited, trained, and developed staff.
- Analyzed operational metrics and managed insurer coordination to drive data-based decision-making.

Maids.cc, Dubai (Remote) — Assistant Manager *Jan 2023 – Dec 2025*

- Supported the General Manager in strategy execution, daily operations, recruitment, and performance reporting.

Maids.cc, Dubai (Remote) — Team Supervisor *Sep 2022 – Jan 2023*

- Managed workflow and team schedules, evaluated performance, and resolved escalated cases.

Maids.cc, Dubai (Remote) — Online Sales Specialist & Recruiter *Jul 2021 – Sep 2022*

- Handled inbound/outbound sales calls, resolved customer complaints, and recruited maids for UAE-based expats.

Class Sport, Lebanon — Sales Associate *Sep 2017 – Dec 2019*

- Assisted customers with purchases, processed POS transactions, and maintained stock and customer relationships.

Bou Khalil Market, Lebanon — Cashier *Jul 2016 – Sep 2017*

- Processed POS transactions and performed daily cash reconciliations.

EDUCATION

Antonine University, Lebanon — Bachelor in Business Administration – Banking & Finance *Sep 2016 – Dec 2019*

Lebanese University, Lebanon — Bachelor studies in Law *Sep 2017 – Sep 2019*

École des Sœurs de la Charité de Besançon, Baabda — High School Diploma – Economic Science *Jun 2016*

Together Language School, Warsaw, Poland — Polish Language Student *Apr 2020*

SKILLS & LANGUAGES

Skills: Team supervision, workflow optimization, process improvement, decision-making, customer service, problem-solving, time management, leadership.

Languages: English, French, Arabic (fluent); Polish (basic).

Training: Trading seminar conducted by Economia, Lebanon.