

Marwan Hatoum

Administrative Officer

Operations & Executive Support

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Administrative professional with 5+ years of experience supporting operations, HR administration, document control, scheduling, compliance, NSSF administration, customer service, and office coordination. Skilled in Microsoft Office, records management, stakeholder communication, reporting, and process improvement.

Professional Experience

Archiving Officer & Sales | Whish Money | Dec 2025–May 2026

- ✓ Managed physical/digital archives, document retrieval, scanning, and compliance.
- ✓ Supported operations and promoted digital payment solutions to businesses.
- ✓ Scan and digitize paper records into internal systems.
- ✓ Ensure all documents comply with internal policies and regulations.
- ✓ Dispose of outdated records according to company policy.
- ✓ Support compliance and operations teams when needed.
- ✓ Corporate/business sales: approach companies to use Whish for payroll, payments, collections, and financial services.
- ✓ Merchant acquisition: convince shops, restaurants, pharmacies, supermarkets, and businesses to accept Whish payments and join the network.

Administrative Assistant | American University of Beirut | Jul 2021–Aug 2025

- ✓ Managed calendars, meetings, travel, correspondence, and office operations.
- ✓ Administered NSSF registrations, terminations, reporting, and compliance.
- ✓ Coordinated insurance authorizations, reimbursements, vendors, and banking.
- ✓ Maintained records, contracts, petty cash, reconciliations, and audit support.
- ✓ Prepared presentations, minutes, surveys, and reports.

Real Estate Agent | Director of Real Estate | Oct 2019–Apr 2021

- ✓ Managed property sales, client relations, marketing, and government registrations.

Education

Master's in Marketing & Management

Grenoble École de Management France

Sep 2016 - Jun 2018

- ✓ Specialization – Digital Marketing, Brand Strategy, Consumer Insights.
- ✓ Professional Components – Company Based Consulting Project & Applied Research

Bachelor's in Business – Marketing

Lebanese American University

Sep 2009 – 2015

- ✓ David Brian Project – Capstone consulting project market research, strategic planning, and actionable recommendations for a real business client.
- ✓ Consumer Behavior – Psychology of Buyers
- ✓ Marketing strategy – Capstone Strategy Course
- ✓ Digital Marketing – Online Marketing Tools & Strategy
- ✓ Marketing Research – Surveys, Data, Market Analysis

Key Skills

- ✓ Management & Leadership Skills
- ✓ Customer Service & Marketing Strategies
- ✓ Data Entry & Analysis
- ✓ Teamwork & Collaborative Skills
- ✓ Excellent Communication Skills
- ✓ Multitasking & Public relations
- ✓ Prioritization & Process Improvement
- ✓ Real Estate Sales

Languages

- ✓ English – Fluent, written and spoken
- ✓ French – Beginner, written and spoken
- ✓ Arabic – Fluent, written and spoken