

Eva Joseph Sleem

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Professional Summary

Strategic and results-driven HR and Operations Coordinator with a proven track record in Group-Level administration, payroll (NSSF), labor law compliance, and organizational restructuring. Highly skilled in streamlining departmental workflows and managing large-scale operations across healthcare, telecom, and real estate sectors. Recognized for professional integrity and leadership during periods of organizational transition.

EXPERIENCE

A) | Saiid Kobeisy Fashion House SAL | Downtown Head Office - Beirut Admin & Operations Coordinator (Paris - Dubai - Beirut)

February 2026 – Present Job

Operations Department

- ✓ Coordinated daily operations across multiple departments to ensure smooth workflow and timely execution
- ✓ Managed executive calendars, meetings, travel arrangements, and high-profile client appointments
- ✓ Supported logistics for fashion shows, fittings, and private client events
- ✓ Handled daily invoicing entries and maintained accurate financial records
- ✓ Assisted HR with payroll processing, attendance tracking, and employee records
- ✓ Maintained and organized legal files in compliance with labor law requirements
- ✓ Acted as a liaison between creative, production, administrative, and HR teams
- ✓ Ensured confidentiality when handling sensitive business and VIP client information

Note: Pursuing career development opportunities in a dynamic and growth-oriented environment.

B) | Alfa Interfood SAL | Verdun Head Office - Beirut Assistant HR Director (Group Level)

December 2025 – February 2026

Human Resources Department - Group Level

- ✓ Provided high-level strategic support in managing HR operations across the group level, (Chtoura Foods - Zein Jaafar Harb Holding & Alfa Interfood SAL) focusing on organizational structure and departmental alignment.
- ✓ Assisted in the end-to-end payroll process and managed National Social Security Fund (NSSF) documentation and compliance.
- ✓ Spearheaded hiring initiatives and talent acquisition strategies to strengthen the group's workforce.
- ✓ Maintained operational continuity and professional standards during a period of significant departmental restructuring and leadership transition.

Note: Transitioned due to internal structural reorganization; LinkedIn recommendation available from the former HR Manager Dr. Joumana Fakih - <http://bit.ly/4rXF2Cj>

C) | Catafago & Co | Al Zarif Head Office - Beirut Administrative Coordinator & Collection Officer

October 2025 – December 2025

Admin Department

- ✓ Provide comprehensive administrative and financial coordination to support daily business operations.
- ✓ Oversee client accounts and collections processes, ensuring timely payments and accurate reconciliations.
- ✓ Facilitate effective communication between departments, management, and clients.
- ✓ Prepare detailed reports and maintain organized records for HR and finance compliance.
- ✓ Implement structured administrative systems to enhance workflow and data accuracy.

Note: Resigned due to high company turnover (65%), resulting in inconsistent workflows and frequent shifts in core job responsibilities

D) | Txt Bridge | – Minet El Hoson - Beirut Billing & Dispute Officer

April 2025 – August 2025

Account Payables & Receivables Department

- ✓ Financial Cycle Management: Managed end-to-end AP/AR processes, including the issuance and reconciliation of Statement of Accounts (SOA) for international telecom clients.
- ✓ Dispute Resolution: Investigated billing discrepancies with global carriers, maintaining a 95% resolution rate and minimizing revenue leakage.

- ☑ Process Optimization: Collaborated with Finance teams to automate billing cycles, reducing processing time by 30%.

Note: Transitioned to pursue a career path more aligned with HR and operational leadership aspirations.

E) | Blumedica LLC | – Achrafieh - Beirut

October 2023 – February

2025

Operations & Admin Officer

Operations Department

- ☑ Executive Coordination: Provided comprehensive administrative and financial coordination to support daily business operations and executive management, ensuring seamless workflow.
- ☑ Inventory & Financial Oversight: Managed client accounts and collections for over \$200K in stock; optimized the supply chain to reduce procurement delays and errors by 30-40%.
- ☑ Government Compliance: Facilitated communication between management and the Ministry of Public Health, successfully registering 95% of medical devices via the MedReg-MedImport system.
- ☑ HR & Performance Support: Supported HR and Finance teams with compliance and documentation; coordinated technical staff training which reduced onboarding time by 20%.
- ☑ Systems Implementation: Integrated structured administrative systems and Odoo CRM protocols to improve data accuracy, resulting in a 15% increase in high-value orders.
- ☑ Interpersonal Excellence: Demonstrated high levels of professionalism and discretion in managing sensitive medical records, government documentation, and client relationships.

Note: Transitioned due to the WAR situation in Lebanon. Recommendation letter available from CEO, Mr. Hadi Jamaledine (Upon Request)

F) | Globalwide Financials LLC| – Mathaf - Beirut

August 2021 – September

2023

Billing (Medical Claims & Admin Officer)

Medical Insurance Department

- ☑ Managed end-to-end medical claims and billing, ensuring accuracy and compliance.
- ☑ Oversaw invoices, quotations, and SOA reports using Zoho.
- ☑ Involved in the medical insurance underwriting process.
- ☑ Optimized inventory and resource allocation through Zoho system management.
- ☑ Led billing team operations, reducing claim discrepancies and improving efficiency.
- ☑ Coordinated with insurance providers and vendors to resolve billing issues promptly.
- ☑ Analyzed billing data to support financial reporting and cash flow management

Note: Transitioned following the company's relocation to a different district, which significantly impacted commuting logistics

G) | MyOffice - Review Real Estate LLC| – Mathaf - Beirut

January 2020 – July 2021

Office Manager

Admin Department

- ☑ Departmental Leadership: Directed daily office operations and supervised administrative staff, establishing a high-performance culture that increased team efficiency.
- ☑ Facility & Community Management: Oversaw the business community environment for startups and entrepreneurs, maintaining a premium "Business Airbnb" experience and ensuring 100% facility safety.
- ☑ Property Portfolio Branding: Created and managed the digital identity for luxury properties on OLX and Property Finder, utilizing MyCRM to track leads and boost property visibility.
- ☑ Sales Support & Deal Coordination: Facilitated high-value real estate deals by managing site visits, coordinating between brokers and landlords, and preparing critical legal documentation.
- ☑ Data Administration: Maintained comprehensive databases for incoming and outgoing office data, ensuring accurate record-keeping for daily activities and financial transactions.
- ☑ Stakeholder Relations: Acted as the first point of contact for new clients and business partners, utilizing strong interpersonal skills to drive community engagement and retention.

Note: Transitioned to GlobalWide Financial Services following a superior career advancement offer that provided increased responsibility in financial operations.

Internships

| **Mobi Cedarcom**| – Sin El Fil, Qubic Center- Beirut

September 2025 – October 2025

Account Executive - One month

→ **Sector Exposure:** Gained intensive exposure to the telecommunications industry, focusing on corporate account management and high-level client retention.

→ **Key Learning:** Developed expertise in **Service-Level Agreements (SLAs)** and refined the ability to act as a liaison between technical teams and corporate clients.

Internships

| **Jaypay Agency**| – Bchara El Khoury, Beirut Digital District - Beirut

March 2020 – June 2020

English Copywriter & Web Admin - Three months

→ **Digital Administration:** Managed website content implementation via **WordPress** and conducted **Quality Assurance (QA)** testing for mobile and web responsiveness.

→ **Content Strategy:** Authored professional copy and brand reviews, while coordinating with international translators to manage multi-language localized content.

Education

|**English Literature**| – **Lebanese University - Faculty of Letters & Human Sciences - Unesco, Beirut**

October 2018 – January 2020

Status: Pending Bachelor Degree.

● Key Skills Gained: Advanced professional communication, critical analysis, and C2-level English proficiency (British Dialect).

Note: **Transitioned to full-time operational leadership and financial management roles to pursue career-track opportunities.**

Lebanese Baccalaureate II - Literature & Humanities Graduate

Skills

Category	Tools & Proficiencies
Systems	● Odoo CRM ● Zoho Books ● Med Import (MoPH)-MedReg (MoPH), ● WordPress ● Oracle ● MS Office (Excel, Powerpoint, One Note, Outlook, etc...) ● VDolphin ● MS Dynamics - MS Navigation ● IATA Regulations
HR & Ops	● NSSF & Labor Law, ● AP/AR, Payroll, ● SOP Development, ● Inventory Management ● Legal Documents (Per Labor Law & Registration)

<i>Communication</i>	• <i>C2 Business English (British Dialect), Executive Drafting, Negotiation, Conflict Resolution.</i> • <i>Arabic (Native) - French (Basic)</i>
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