

**Hiba Nassour**

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**Personal Information:**

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Nationality: Lebanese

Date of Birth: 02/01/1988

**Objective:**

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I am seeking a career in Management and or/ Marketing where I would have the opportunity to work under highly experienced professionals, in order to enhance my professional skills and upgrade my knowledge in a dynamic and stable workplace.

**Work History:**

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**METLIFE, Head Office, Verdun (1<sup>st</sup> April 2017- 25<sup>th</sup> September 2017)**

**Working as Administrative Officer**

**Responsibilities:**

- **Building and issuing new insurance policies**
- **Issuing bills and endorsements**
- **Updating rates**

**BAROODY GROUP SAL, Head Office, Mkalles (2<sup>nd</sup> November 2015-15<sup>th</sup> April 2016)**

**Worked as Supply chain coordinator**

**Responsibilities:**

- **Plan delivery timetables**
- **Ensure stores have enough stock**
- **Make sure suppliers have enough stock to meet demand**
- **Oversee the ordering and packaging process**
- **Monitor stock levels**
- **Track products through depots to make sure they arrive at their destination**
- **Oversee arrival of shipments**

**Lebanese Swiss Bank, Solidere Branch, Beirut (1<sup>st</sup> December 2013-18<sup>th</sup> April 2015)**

**Worked as Customer Service Officer**

**Responsibilities:**

- Assist customers in their selection of various accounts and financial services, such as: funds transfers, check deposit, stop payments.
- Handle transactions and answer customer queries
- Open and maintain all account types
- Cross-sell the bank's products and services based on customer needs in accordance with the banks' program standards

**AZADEA GROUP, Human Resources Department, Recruitment Unit, Beirut (October 2012)-Internship**

**Responsibilities:**

- Liaise with candidates: arrange interviews, follow-up.
- Phone pre-screening: collect additional applicant job information and clarify applicants interests in the vacancy; ask few basic questions that support the minimum job functions and skills, knowledge, and abilities listed in the position description, in order to obtain and confirm information about applicants backgrounds and qualifications.

**Bank Audi, Head Office, Retail Department, Beirut (22<sup>nd</sup> June-31<sup>st</sup> August 2012)-Internship.**

**Marketing Intelligence Unit**

**Responsibilities:**

- Do mystery shopping at competitors through visits and phone calls
- Update product sheets for products & services
- Do research on different topics
- Do analysis for Real Estate sector & car market
- Update Media Monitoring Report

**Beckdache Brokerage Group, Beirut(December 2008)-Internship.**

**Worked as Underwriting Assistant at the medical insurance department**

**Responsibilities:**

- Review the requests of individual insurance coverage
- Address and assess the risks involved when insurance coverage is requested
- Calculate the premiums and additional charges.

**Educational Profile:**

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- Master's degree in Management- Marketing emphasis - Ecole Supérieure Des Affaires (ESA), Beirut (2011-2013)
- Master's degree in Insurance Sciences, Saint Joseph University, Beirut (June 2010)
- Bachelor's degree in Insurance Sciences, Saint Joseph University, Beirut (June 2008)

**Languages:**

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Fluent in Arabic, English and French

**Computer Skills:**

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Microsoft Office: Word, Excel, PowerPoint

**Hobbies:**

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Sports, movies, tourism

**References:**

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Furnished upon request