



**LAMA A. HOUT**

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**OBJECTIVE**

Seeking an administrative position that matches my educational background, skills, and expertise to build and develop my career. This would allow me to progress towards achieving my dreams of acquiring higher education.

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**EDUCATION**

**From Oct. 2013- Dec 2015**

**Lebanese American University**

Masters in Business Administration (MBA)

GPA: 3.66

**From Oct. 2010- Jun 2013**

**Lebanese American University**

BS. In Computer Science

GPA: 3.11

**From Oct. 1995- Jun 2010**

**Ikhaa National School**

Lebanese Baccalaureate (Life Science)

Date of Graduation: June 2010

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**EXPERIENCE**

**From April 2017-September 2018**

**Makassed Association**

**Position Held:** Communication Officer-Database

**Main Duties and Responsibilities:**

- Enter constituent data for all individuals and organizations, including address updates, constituent demographics, and relationship links
- Enter returned mail address corrections or other such change of address notification.
- Extract information and export data to other software applications.
- Produce reports and assist with general analysis of data as it relates to fundraising and donor recognition.
- Assist with confidential research for update of businesses information.

- Execute annual database clean-up activity with all program components of the Fund
- Overlook database design
- Train and manage junior staff in my team
- Set up and test new database and data handling systems
- Monitor database efficiency
- Design and prepare reports for management
- Build new databases
- Monitoring data entry procedures
- Ensure that database is developed according to business requirements.
- Support others in the daily use of data systems
- Assist with reports and data extraction when needed
- Organize and update the website content
- Assist in launching events
- Develop Makassed website and manage all updates and relevant communication;

**From November 2016 – March 2017 American University of Beirut Medical Center (AUBMC)**

**Position Held:** Post Discharge Officer – Collection

**Main Duties and Responsibilities:**

- Analyze bills – check if patients have to pay any fees or get a refund.
- Finalize settlements and refunds post discharge.
- Negotiate settlements with patients and providing them with the needed information to understand the self-share.
- Filing bills and segregation of the bills.
- Finalize insurance bills on daily basis.
- Deferred payments.
- Calling patients when necessary for payments, refunds, or missing documents.

**From April 2016 until May 2016 Alghanim & Debbas General Trading Company**

**Position Held:** Technical Assistant (Location: Kuwait)

**Main Duties and Responsibilities:**

- Collaborate with project coordinator to discuss the customers' specification.

- Analyze customers' requirements and specifications deeply.
- Manage the lighting budget and advising on the purchase/hire of suitable equipment.
- Assist with sales team to design all material quotations for various projects.
- Collaborate with project coordinator to gather all pricing information and assist to make all calculations to save energy from various lighting arrangements.
- Prepare and execute all calculations and design all lighting mock ups.
- Evaluate and implement all lighting systems to ensure customer satisfaction.
- Make presentations and interact with customers/clients.

**From Oct. 2013 until Jan. 2016      Makassed Association-Khalil Shehab School (Lebanon)**  
**Position Held: IT Officer - Administration (School)**

**Main Duties and Responsibilities:**

- Install and configure computer hardware operating systems and applications.
- Monitor and maintain computer systems and networks.
- Implement and retrieve data from School Information System (SIS) Software.
- Execute queries on SQL Server 2013.
- Support Makassed by presenting procedural documentation and relevant reports.
- Set up new users' accounts and profiles.
- Test and evaluate new technology.
- Install Active Inspire software and maintain active boards.
- Develop and design Makassed Websites for Schools.
- Set meetings with administrators and teachers.
- Make phone calls and emails between departments.

**From Oct. 2013 until Dec. 2015      Lebanese American University of Beirut**  
**Position Held: Administrative Graduate Assistant**

- Reviews, routes and prioritizes mail.
- Arranges and coordinates meetings.
- Maintains inventory of supplies and equipment; orders supplies.
- Utilizes basic word processing, spreadsheet and database computer applications.
- Data Entry
- Designs office filing systems; organizes and maintains files (including confidential files).
- Compiles information from standard sources and prepares data reports.

## **QUALIFICATIONS**

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***Language Skills:*** Fluent in Arabic and English.

***Basic Skills:*** Typing, Interpersonal skills, communication skills, social skills, critical reasoning skills, interpretation skills, and problem-solving skills.

***Computer Skills:*** Advanced in Microsoft Office Excel, Microsoft Office Word, Microsoft Mix, PowerPoint, Active Inspire, and Blogger.

Photoshop, Dreamweaver, Java, HTML, JavaScript, and CSS.

PHP/MYSQL, and SQL server.

## **PERSONAL SKILLS**

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Planning and Organizing, Written and Oral Communication Skills, Time Management  
Teamwork, Presentations, Decision Making and Problem Solving

## **INTERESTS AND HOBBIES**

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Hiking & Biking

## **REFERENCES**

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Available upon request.