

Hera Eid

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CERTIFIED TRAINER-MOTIVATIONAL SPEAKER/ADMINISTRATIVE PROFESSIONAL

I am a successful administrative professional with over 4 years experience in the administrative industry.

A certified trainer with over 2 years experience in the training field (personal-development, creative thinking, leadership, time management, anger management and many other topics depending on the need of the institution or the person.) Also, giving motivational and inspirational talks to people specifically patients with diabetes. Always looking forward and aiming to building up and developing the community, motivating and inspiring.

Solid organization skills with the ability to work under pressure, coordinate multiple projects simultaneously and meet deadlines under stringent time constraints, efficient and attentive to detail. Ability to balance workloads efficiently. Computer literate with excellent verbal and written communication skills. Fluent in English, Armenian and Arabic.

WORK EXPERIENCE

The National Diabetes Organization-DiaLeb, Lebanon, 05/2018 – Present, **Community Outreach Consultant**

- Planning events and regular meetups for people with diabetes.
- Organizing and facilitating workshops and motivational talks for patients with diabetes.
- Planning fundraising events .

Cedar Rehab, Lebanon, 8/2017 – 1/2018, **Office Coordinator**

- Addressing emergency issues and taking improvement actions.
- Following up with patients and their parents, also, each patient's medical file.
- Working on all administrative documents, legal documents and social media events.

Trad Hospital and Medical Center, Lebanon, 10/2015 – 04/2017, **Coordinator of Medical Directory Office**

- Developing policies and procedures and managing strategic development.
- Addressing emergency issues and taking improvement actions.
- Taking responsibility for a number of activities related to the delivery of medical care and clinical services.

Trad Hospital and Medical Center, Lebanon, 07/2013 – 10/2015, **Medical Assistant**

- Answering phone calls, greeting patients, scheduling appointments and data entry.
- Completing insurance forms, receiving and preparing payments, and maintaining medical files and bills.

The National Diabetes Organization-DiaLeb, Lebanon, 08/2012 – 05/2013, **Executive Assistant**

- Coordinating appointments, data entry, organizing meetings, planning fundraising events and annual Gala Dinner.
- Planning, organizing/coordinating educational sessions, special events/outings for patients with Type 1 diabetes.

EDUCATION

Haigazian University, Lebanon, 2008 – 2013 **Bachelor Degree in Medical Laboratory Sciences**

Eli Lilly and Company / IDF Educator, Lebanon, 2013 - **Certified in Diabetes Conversation Maps**

The International Sports Sciences Association (ISSA):

- 07-09-2016 **Trainers Guide to Diabetes: Type 1 and 2**
- 14-12-2016 **Effective Communications**
- 18-12-2016 **You Are A Business Act Like It**

American Canadian Board for Professional Training - **Certified Trainer (Completed the TOT program)**

AWARDS

Haigazian University – Student Life Office:

- June 2013, Honored to be part of the President's Reception out of more than 150 graduates
- June 2012, For Being the Most Dedicative student during the Academic Year 2011-2012
- June 2011, For Being One of the Most Persevering People during the Academic Year 2010-2011
- June 2010, The Most Helpful Student during the Academic Year 2009-2010

ADDITIONAL SKILLS AND INTERESTS

Volunteer at Art of Living Lebanon, the National Diabetes Organization and Children's Cancer Center of Lebanon.
Communication skills, self-motivation, commitment, discipline and decision making. Passion for education.

REFERENCES AVAILABLE UPON REQUEST