

CATHERINE MIKHAEL

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Address: Ain El Rememeh, Baabda, Lebanon

Education:

- Lebanese University – Section 2-Jal El Dib; 2020 – 2021; masters 2 degree in International Organizations. (Professional Master: Law and Political Science)
- Lebanese University – Section 1-Hadath; 2016 – 2020; Bachelor and master's degree in Law. (Research master)
- Sagesse ST Jean BRAZILIA Baabda; 2001 – 2016; Lebanese Baccalaureate in Life Science (SV)

Experience:

- Jubaily&CO: Maintenance Supervisor and Coordinator
 - October 2024 – Present: Maintenance Department: - Supervisor of maintenance department:
 - Management Duties: Oversee the collection and operation workshop team, ensuring an efficient work process of the maintenance activities.
 - Supervise the team members to ensure they perform their tasks efficiently and effectively, ensuring proper maintenance procedures are followed.
 - Oversee the process of renewing service contracts with clients, ensuring terms are updated and agreed upon in a timely manner.
 - Delegate maintenance tasks and responsibilities to appropriate team members based on skillset and availability, prioritizing urgent and preventive maintenance tasks while keeping clients informed.
 - Coordinate between different departments to ensure timely maintenance and efficient work Process.
 - Address client issues swiftly, escalating matters when necessary, and ensuring that all problems are resolved in a professional and timely manner.
 - Monitor team performance and track key performance indicators (KPIs) to ensure maintenance goals are being met.
 - Reporting: Provide regular updates and reports on maintenance status to upper management, identifying issues and recommending improvements.
 - Training and Development: Assist in training new employees and provide ongoing training on best practices, safety standards.
 - Provide exceptional customer care, ensuring all client needs are met with high-quality service and maintaining long-term relationships.

- Arcenciel (NGO): Boutique Sociale - Atelier de collecte et triage:
 - March 2022 – October 2024: Head of unit - Head of Clothing Collecting, Sorting and Processing
 - Management Duties: Management of the collection and sorting workshop team
 - Supervise team members and their respective work.
 - Distribute tasks in an efficient way to maximize team productivity
 - Manage conflicts and resolve problems that may arise within the team while minimizing damage.
 - Manage the trips of the drivers for collection and redistribution: Prepare the daily route map and ensure that it is respected by the drivers.
 - Pricing of goods prior to store display in the store sales area.
 - Project Coordinator: Management of the collection and sorting workshop team
 - Assist the project manager in the development of project management documents.
 - Execute project management administrative and bookkeeping tasks such as managing invoices purchase orders and inventory reports among other financial documents.
 - Supervise the project procurement process.
 - Meeting with projects clients and beneficiaries, fill assessments for them and coordinate with them.
 - Be the liaison between the project team and donor and project clients.
 - Foster cross-team collaboration to help project team complete project tasks.
 - Coordinate trainings for the beneficiaries and collaborate with the donor.
- Kristie's LAB AGENCY
 - July 2019 – March 2020: Supervisor
Duties:
 - Organize workflow and deliver tasks to the team
 - Monitor promoters' productivity
 - Provide the team with the needed tools and trainings, Receive complaints and resolve problems

Achievements:

- **Sales and Customer Care MENA Training:** Completed training in sales and customer service excellence, enhancing interpersonal communication and problem-solving skills.
- **Inter-University Program:** Completed an online course specializing in International Criminal Law.

Skills:

- Microsoft office, Excel, PowerPoint and Outlook
- Communication and Negotiation skills, Conflict Management
- Ability to work with disabled people and refugees
- Knowledge in Behavioral psychology
- Multitasking, Adaptability and Client-Facing Skills
- Languages: Arabic (native), French(fluent), English(fluent)

