

Marwan Hatoum

Administrative Officer | Marketing and Management Specialist

Address: Beirut, Lebanon | **Phone:** 03056507 | **Email:** mhatoum14@gmail.com **Nationality:** Lebanese

Summary

Versatile and detail-oriented professional with a strong background in administrative support, client relations, and office management. Skilled at streamlining processes, managing schedules, and ensuring operational efficiency while maintaining accuracy under pressure. Holding a Master's in Marketing and Management, with proven experience in both academic and corporate settings. Adept at handling sensitive information, coordinating across teams, and providing exceptional organizational and communication support. Bilingual in English and Arabic, with advanced proficiency in Microsoft Office Suite.

Experience

Administrative Assistant – July 2021 to Present

American University of Beirut, Beirut, Lebanon

- Streamlined office operations by maintaining organized filing systems and ensuring timely replenishment of supplies.
- Prepared professional presentations and detailed meeting minutes for the medical committee, improving communication and decision-making.
- Coordinated schedules, meetings, and calendars across multiple stakeholders, ensuring smooth departmental operations.
- Improved efficiency by creating surveys using Microsoft Forms and Doodle to collect and analyze feedback.
- Handled sensitive processes including authentication/validation of degrees and settling NSSF quarterly dues with accuracy.
- Supported office functionality by liaising with maintenance personnel, managing calls/emails, and digitizing records (data entry & scanning).

Real Estate Agent – October 2019 – April 2021

Director of Real Estate - Zalka, Lebanon

- Managed property sales, marketing campaigns, and client relations, successfully matching clients with housing units.
- Guided property owners and buyers through financial and business decisions, ensuring clarity and satisfaction.
- Processed and registered lands and housing units using government integrated information systems with accuracy.
- Handled legal and administrative paperwork efficiently, reducing delays in property transactions.
- Maintained up-to-date property listings, enhancing client trust and facilitating quick deal closures.

Education

Master's in Marketing and Management - October 2016 – June 2018

Grenoble Ecole de Management - Grenoble – France

Bachelor's in business - Marketing Concentration - September 2009-June2015

Lebanese American University / Excelsior University USA

Languages

Arabic: Native | **English:** Advanced | **French:** Beginner

Skills & Expertise

Microsoft Office	Leadership	Office Management	Calendar & Meeting Coordination	Project Management
Time Management	Team Management	Multitasking	Customer service	Data Entry & Analysis
Real Estate Sales	Communication & negotiation	Public Relations	Marketing Strategies	Prioritization & Process Improvement