

Firas Al Housseini

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EDUCATION

Université Saint-Joseph - Beirut

Feb 2023 – Jun 2025

Master in leadership and Human resources management

Antonine University - Beirut

Sept 2015 – Jul 2018

BA in advertising and audiovisual

WORK EXPERIENCE

Holdal Group - Beirut

May 2024 - Present

Talent Acquisition Officer – Human Resources

- Handled the full recruitment cycle for supply chain positions including drivers, pickers, system operators, forklift operators, and office boys, ensuring timely and accurate hiring aligned with business needs.
- Conducted over 200 behavioral interviews for entry to mid-level positions and shadowed more than 80 managerial interviews, contributing to consistent hiring standards.
- Reviewed CVs across all seniority levels after aligning requirements with hiring managers to ensure quality selection.
- Worked with the Compensation and Benefits team to set up new joiners on the HR system, coordinate with banks for salary processing, and support monthly payroll preparation.
- Assisted in managing attendance and leave records for warehouse employees, ensuring compliance and accurate reporting.
- Posted vacancies across various platforms based on position type and target audience to maximize visibility and candidate reach.
- Welcomed and onboarded over 100 new joiners, enhancing their first-day experience through structured sessions covering the referral program, probation process, and company culture.
- Revised and updated over 200 job descriptions in collaboration with managers, identifying and adding missing responsibilities to ensure accuracy and alignment with company standards.
- Handled the full probation process by following up with both managers and employees until form completion and confirmation.
- Supported conflict resolution by facilitating communication between employees and managers.
- Assisted in implementing employee engagement initiatives and internal communication campaigns.
- Managed and updated the organizational chart quarterly, ensuring structure accuracy and clarity for management reporting.
- Led onboarding and development sessions for interns focusing on CV writing, interview preparation, and workplace readiness.
- Represented the company in career fairs across multiple universities to promote employer branding and attract young talent.
- Collaborated with the Communications team to support and enhance employer branding initiatives across digital platforms.

Malia Group - Beirut

Nov 2023 – May 2024

Talent Acquisition – Contractual

- Conducted over 100 phone interviews for university internships and entry-level positions, identifying top talent for key roles.
- Screened all incoming CVs through HR email, ensuring only qualified candidates progressed in the recruitment process.
- Represented the organization at job fairs for Lebanese University attracting a diverse pool of prospective candidates.
- Played a pivotal role in developing employee branding initiatives and content strategies, resulting in a significant increase of followers and enhanced engagement within a few weeks.
- Maintained exceptional communication with candidates throughout the recruitment process, providing regular updates and support.
- Administered the posting of job vacancies across multiple platforms and portals.
- Collaborated with the HR team to organize events such as Mother's Day, Women's Day, and Earth Day, supporting in the preparation and execution of activities.
- Conducted interviews with candidates applying for driver positions at Cosmaline and Pharmaline.
- Facilitated open recruitment event for driver roles, engaging with potential candidates and representing the HR department.

Pedia for educational skills - Beirut

Jan 2022 – Aug 2023

Human Resources Assistant

- Maintained and updated employee records, attendance logs, and HR databases to ensure accuracy and compliance.
- Assisted in preparing monthly payroll data, including leave tracking and overtime calculations.
- Drafted HR documents such as contracts, memos, and official letters while ensuring proper filing and confidentiality.
- Supported HR reporting and documentation related to compliance, performance, and internal audits.

Client Relations & Customer Support Coordinator

- collaborated with teachers to create supplementary resources, resulting in increased notebook relevance
- Transform customer feedback into notebook features, boosting satisfaction
- Implemented efficient communication channels, reducing response time and enhancing client interactions.

Customer service representative

- Resolved complex customer issues Successfully, including technical inquiries.
- Ensured a positive customer experience through clear and concise communication, fostering a sense of trust and reliability.
- Retained dissatisfied clients by addressing their concerns.
- Maintained a customer satisfaction score of 95% by exceptional problem-solving.

SKILLS & STRENGTHS

- **Languages:** Proficient in English, French and Arabic both written and spoken.
- **Digital skills:** HRIS (D365, MenaMe) Microsoft office (Word, Excel, PowerPoint, Visio, Project), Adobe (Photoshop, Premier).
- **Organizational and managerial skills:** Leadership, self-learner, communication skills, problem solving.