

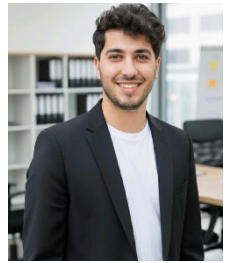
# Mahmoud Koshtban

## HR Professional (Generalist & Personnel Supervisor)

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Nationality: Lebanese | DOB: 30/7/1994 | LinkedIn: [Mahmoud](#)



## Summary

Versatile HR professional with extensive experience as an HR Generalist and Personnel Supervisor. Expertise in managing recruitment, performance appraisals, employee relations, and HR operations across healthcare and retail sectors. Proven track record in enhancing workplace efficiency, handling complex HR tasks, and aligning HR practices with organizational goals. Adept at leveraging strategic insights to drive employee engagement and operational excellence. Ready to apply my comprehensive HR skills to contribute to a dynamic and growth-oriented organization.

## Experience

### HR Personnel Supervisor – 05/2024 to Present

#### Gray Mackenzie Retail Lebanon S.A.L (Spinneys, Happy, Grab N' Go, Monoprix), Beirut, Lebanon

- Manage the end-to-end recruitment process for three Happy branches and a Spinneys branch, including CV screening, selection, interviews, and coordinating with the head office for final approvals and onboarding.
- Audit and track employee attendance through a software-based system, process leave requests, and handle disciplinary actions.
- Administer the preparation of monthly payroll summary sheets, meticulously compiling data to ensure accuracy before submitting it to the head office for further processing.
- Conduct annual performance appraisals and manage employee development.
- Administer medical insurance, work accident claims, and incident reporting, ensuring effective communication with the head office.
- Manage employee uniforms, ensure grooming standards, and conduct compliance inspections

### HR Generalist & Head of HR – 06/2021 to 05/2024

#### Dar AL-Salam Hospital for Social Care (SEAMOSQ Charitable Association), Saida, Lebanon

- Interviewed, selected, and hired candidates for vacant job positions while calculating the salaries and ranks of employees with their degrees according to their years of work
- Tracked and audited employees' daily time and attendance through a software-based employee attendance system, and developed a summary of the working hours then referred it to accounting
- Led training initiatives & performance appraisals for the team, fostering ongoing development and alignment with organizational goals
- Implemented internal systems for employee transactions and summarized internal work rules, regulations, and memos for distribution among staff
- Processed leave or shift change requests submitted by employees, routing them to the Director for approval and communicating the Director's decisions to the relevant individuals
- Organized and kept employees' medical & personnel files, and coordinated with the accounting department for all financial personnel matters including advance requests from employees

### HR Administrative – 07/2019 to 06/2021

#### AI – BARQ ELEVATORS, Saida, Lebanon

- Handled the documentation of HR processes, including recruitment, onboarding, and employee relations while maintaining up-to-date employee records, ensuring compliance with confidentiality standards
- Assisted in the recruitment process by posting job openings and scheduling interviews while coordinating pre-employment checks and assisting in the preparation of employment contracts
- Supported the onboarding process for new employees, ensuring a smooth integration into the company while coordinating orientation programs and providing the necessary information to new hires
- Processed leave requests and maintain accurate records of employee attendance while collaborating with relevant departments to ensure proper documentation of absences
- Supported the administration of employee benefits, including health insurance, leave entitlements, and other perks while collaborating with external providers to ensure timely and accurate benefit delivery

**Intern (Financial Management Department) – 06/2016 to 09/2016**

**Ogero**, Beirut, Lebanon

- Underwent the full training program in the Financial Management Department
- Monitored and indorsed skills from professionals in Archives, Budgets, Auditing, & Billing Sections

**Karate Instructor | Extra-Curricular Activity Assistant Coordinator – 09/2012 to Present**

**NEIGB** (09/2012 to present), **IHS** (09/2013 to 07/2024), and **HBHS School** (09/2012 to 06/2013)

## Education

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**MBA in Human Resources – 2019**

Beirut Arab University, Beirut, Lebanon

**Bachelor of Business Administration in Accounting – 2016**

Beirut Arab University, Beirut, Lebanon

## Certifications

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**ICDL Certified – 2013**

**Human Resource Practitioner Certification (CHRP)**, HR Legends Forum – 2021

## Trainings

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**Accounting Trainee – 02/2017 to 12/2017**

Professional Accounting Training Center (PATC), Beirut, Lebanon

**Accounting Trainee – 06/2016 to 06/2017**

Mohammad Hneineh Accounting Office, Saida, Lebanon

## Workshops & Programs

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**Payroll Workshop covering Payroll System “BIRD”** (Attendance, Shift Management, Salary Calculation, Departments, NSSF, & Tax on Salary), Practical Accounting Academy (PAA) – 2021

**GE Explorer Series Virtual Experience Human Resources Program with Forage – 2021**

## HR Projects & Consulting

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**HR Policy & Compliance Project – Turkish Hospital (SGEH), Saida (April 2025)**

- Developed HR policies, procedures, and forms (overtime, leave, vacation, attendance, etc...) for key hospital departments.
- Improved payroll processes and compliance with Lebanese Labor Law while supporting recruitment and credential verification of nurses and staff.
- Proposed training and employee development initiatives to enhance workforce efficiency.

## Extracurricular Activities

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**Volunteer**, Assabil Library, Beirut, Lebanon – 04/2015 to 06/2015

**Participant**, The Kyokushin Karate World Championship, Japan – 2012

## Skills & Expertise

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|---|---|
| • Leadership                                      | • Employee Training & Performance Appraisal |
| • Team Management & Communication                 | • Negotiations & Contracts                  |
| • HRIS  | • Microsoft Office                          |
| • Recruitment & Talent Acquisition                | • Time Management                           |
| • Payroll, Compensation & Benefits Administration | • Employee Relations & Conflict Resolution  |

## Languages

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**Arabic:** Native | **English:** Fluent | **French:** Intermediate