

Mansour Mhanna

HR & People Growth Manager | Office Manager | Account Manager

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Professional Summary

Strategic People Growth & Office Manager with a proven record in HR, talent acquisition, office operations, and client account management. Skilled at fostering a thriving workplace culture, optimizing internal processes, and building strong relationships between teams and clients. Passionate about driving organizational growth through people-centered strategies and operational excellence.

Professional Experience

KristiesLab

HR | People Growth & Office Manager (Oct 2024 – Present)

- Manage day-to-day office operations ensuring smooth workflow and efficient resource allocation.
- Coordinate with clients and internal teams to manage requests, deadlines, and deliverables.
- Support strategic decision-making by aligning HR and operational initiatives with company goals.
- Lead employee engagement initiatives, boosting retention and workplace culture.

People Growth Coordinator (Jul 2023 – Sep 2024)

- Led recruitment and onboarding processes, filling key positions across multiple departments.
- Implemented training and development programs to enhance employee skills and performance.
- Managed employee relations, acted as liaison between staff and management, and resolved conflicts.
- Oversaw performance appraisals and collaborated with managers to set performance objectives.

Admission Officer | Lebanese Canadian University (LCU)

November 2022 – June 2023

- Managed student registration and application processing.
- Supported onboarding of new students and organized school outreach initiatives.
- Acted as a key point of contact for prospective students and families.

Marketing Intern | Schemazone

June 2022 – September 2022

- Developed a comprehensive marketing strategy to upsell programs and increase engagement.
- Gained hands-on experience in content planning, campaign execution, and performance tracking.

Captain Waiter | Intercontinental Mzaar Resort

December 2018 – June 2022

- Supervised restaurant operations and coordinated the dining experience for high-profile guests.
- Trained and managed junior staff, ensuring service excellence and guest satisfaction.

Education

Master's Degree in Human Resource Management | USEK & Paris II University (2018 – 2021)

Bachelor's Degree in Marketing and Advertising | AUL Kaslik (2014 – 2017)

Certificate in Entrepreneurship and Startups | USEK Continuing Learning Center (2018)

Key Skills

- Recruitment & Talent Acquisition
- Employee Engagement & Development
- Office & Operations Management
- Client Relationship & Account Management
- Performance Management & Training
- Time Management & Problem Solving
- Communication & Collaboration