

Elissar Saad

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Assistant Manager – Corporate Training Academy

- Training professional, expert in identifying training needs, developing training programs and organizing training schedules
 - Holder of a Master in Business Administration, major: Human Resources Management
 - University lecturer thriving to stay abreast of new learning methods and making maximum use of instructional skills and HR knowledge to develop and conduct a professional course
 - More than 8 years experience in HR, quality assurance, banking, higher education, training and development and university teaching
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Skills & Competencies

- Excellent communication, presentation, interpersonal and listening skills
 - Strong relationship building and influencing skills
 - Exceptionally organized
 - Good computer skills
 - Initiator
 - Development of Training Materials
 - Ability to work independently and within a team
 - Work well under pressure
 - Fluent in three languages
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Professional Experience

Path Solutions Offshore – Beirut, Lebanon - *Software company powering Islamic Financial Markets*
Assistant Manager – Corporate Training Academy (CAD), Sep 2013 to Present

- Conducting the yearly training needs analysis
- Developing Path Solutions offices' Training Calendars
- Scheduling and tracking training activities in all branches (Kuwait, Lebanon, India...)
- Conducting induction training sessions
- Assisting in the preparation of the yearly profit and loss document related to training sessions
- Assessing the availability of training material and act as coordinator for employees assigned to write them
- Responsible for all logistics related to training sessions
- Coordinating with the IT department when needed (video conference, recording training...)
- Evaluating all training efforts, identifying areas for improvement and suggesting solutions
- Maintaining and archiving records of all events (attendance, evaluations...)
- Performing the Trainer's evaluation summary and the employees' training effectiveness summary
- Responsible for the application of the Academy's procedures, policies and forms
- Updating the Corporate Academy's documents when needed
- Reporting information to VP of the Corporate Academy
- Responsible for the articles that should be published in the Path Solutions Newsletter (Collecting & editing)
- Supervising training officers

Arts, Sciences and Technology University in Lebanon (AUL)

HR Instructor - Business Faculty, Oct 2013 to Present

- Teaching Human Resources Management courses
- Preparing presentations, case studies, exams
- Following up on students' project advancement
- Coordinating with fellow instructors on teaching methods

Université Saint Esprit – Kaslik (USEK), Lebanon – Holy Spirit University

Registration and Scheduling Coordinator - Registrar Office, Mar 2010 to Aug 2013

- Responsible for all aspects of registration and add/drop duties
- Solving registration problems and directing the student to the appropriate advisor or dean
- Drafting the course catalog and updating it
- Auditing the university's course schedule and modifying it accordingly
- Responsible for the interpretation and application of student records policies
- Generating reports on students or course data used to influence policy and decision-making at the highest levels of the administration.
- Maintaining all classrooms both in terms of scheduling and upkeep
- Executing all change of programs, change of emphasis, interruption of studies and readmissions
- Working within the Account Receivables team on pricing the courses and charging the students
- Manipulating the Banner system
- Maintaining the course inventory in Banner, the student information system: ensuring that all course data is correct and up-to-date, such as faculty assignments, course days/times, course credits, grade type, restrictions, prerequisites, and classroom assignments

SABIS Educational Services – Lebanon – Software Development Department

Quality controller of exam application, Dec 2009 to Mar 2010

- Preparing test plans, test scenarios, and documents explaining the system.
- Testing the software and making sure it is within accepted quality standards
- Assisting the on-site teams during the implementation phase

Path Solutions Offshore – Beirut, Lebanon - Software company powering Islamic Financial Markets

Senior Quality Controller of banking retail applications, Nov 2006 to Nov 2009

- Assisting in the internal management of the team by:
 - Assisting the QC manager in interviewing and selecting potential candidates
 - Training new candidates, evaluating their performance during the probation period
 - Assign the work to QCs and following up on their tasks
 - Assisting the QC manager in the internal evaluation of the team members
- Assisting and training new employees to follow the correct procedure & steps for testing the products.
- Conducting internal training for other departments.
- Preparing test plans, test scenarios, and documents explaining the system.
- Testing the product (CIF, Accounts, Cards, Chequebooks, Transactions, Cards Management)
- Communicating with the support department for client issues.
- Assisting the on-site teams in their implementation for the retail products (Clients in Kuwait, Jordan, Saudi Arabia, Qatar, Bahrain, Syria, Pakistan, U.A.E, London, Malaysia...)
- Acting as internal auditor for employees based on the internal procedures of each department

Saad Commercial and Industrial Group (SCI Group)

Accountant and administrative assistant, Mar 2006 to Jun 2006

- Responsible for all accounting tasks (accounting entries, communicating with the banks, communicating with suppliers, ...)
- Responsible for all administrative work
- Assisting the General Manager with daily tasks regarding personnel

Education

- 2010 – 2013 Holy Spirit University – Kaslik (Université Saint Esprit–Kaslik ‘USEK’)
MBA – Major: Human Resources Management – Graduated with Honors
- 2001 – 2005 Holy Spirit University – Kaslik (Université Saint Esprit–Kaslik ‘USEK’)
BA in Business Administration - Major: Finance – Graduated with Honors
- 2000 – 2001 Collège des Sœurs des Saints Cœurs – Jbeil
Socio-Economy Lebanese Baccalaureate
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Internships

"Institute of Finance" – Ministry of Finance

Intern, Spring 2004

- Compilation of training material needed for the training program of new recruited employees at the Ministry of Finance

Byblos Bank – Jbeil Branch

Intern, Summer 2003

- All branch operations
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Training/Seminars/Workshop

Dec 2014	Running Effective Meetings	Path Solutions CAD
Nov 2014	Managing Difficult Relationships & Conflicts	Path Solutions CAD
Jul 2014	Train the Trainer	Path Solutions CAD
May 2014	Coaching For Outstanding Performance	Path Solutions CAD
Mar 2014	Beyond Time Management	Path Solutions CAD
Feb 2014	The 7 Powerful Habits in Personal Change	Path Solutions CAD
Jan 2014	Professional E-Mail Writing	Path Solutions CAD
Nov 2012	2 nd PRME MENA Regional Forum – Doing Business Responsibly	USEK
Oct 2012	Customer Service Development Techniques	Routes Training Center
Jul 2010	Effective Inter-relational Skills	Leading Minds
Jan 2009	Consultants Behavioral Skills – Workshop	Path Solutions CAD
Oct 2008	Make Stress Work For You	Path Solutions CAD
Aug 2008	Rational Robot Testing Tool	Path Solutions QA Dep.
May 2008	Internal Auditor Training	Path Solutions CAD

Language & Computer Skills

- Fluent in Arabic, English & French: Spoken – Written – Read
- Microsoft (Word, Excel, Power Point, SharePoint)
- SPSS (Statistical Package for Social Science)

Volunteering Activities

Institut Saint Rafqa de Musique (ISRM) – St. Josef’s Monastery – Jrabta
Events Coordinator (Concerts, Auditions, ...), Sep 2010 – Present

Institut Saint Rafqa de Musique (ISRM) – St. Josef’s Monastery – Jrabta
Freelance accountant, Sep 2010 – Sep 2013

- Responsible for all accounting matters
- Responsible for instructor’s remuneration

Red Cross – Youth Department

Volunteer, Sep 1999 – Aug 2000

- Organizing events for deprived children, elderly people and environment awareness
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References

Mr. Nabih Badreddine	Product Engineering PMO Director – Path Solutions	+961 3 064398
Mr. Raffi Haytayan	Project Management Office Director – Path Solutions	+961 3 092296
Dr. Cynthia Sfeir	Business Faculty Coordinator – AUL	+961 3 418321
Dr. Joseph Azzi	Director of Registrar Office – USEK	+961 9 600400
Dr. Ziad Jurdak	HR instructor – USEK / HR – Al Sabeh Cement	+961 3 416997