



A competent and performance-driven Human Resources professional, able to work as part of a multicultural team and to manage several priorities at one time. With a positive attitude, strong work ethic, and a keen desire to learn and grow within a firm, I am seeking a Human Resources Assistant position in a friendly and exciting company that offers opportunities for professional and personal growth.

Areas of expertise include:

- Recruitment
- Job Description
- Office Administration
- Event Coordination
- HR Business Planning
- HR policies & Procedures
- Orientation & On-Boarding
- Employee Turnover & Retention
- Scheduling & Travel Arrangements

PROFESSIONAL EXPERIENCE

ADMINISTRATIVE ASSISTANT- Levant

September 2015- ongoing



Alcon Pharmaceuticals, LTD: is a global medical company specializing in eye care products.

Recruited in order to provide administrative support to the management team in Levant Region, for both pharmaceutical and surgical departments.

- Planning local and international conferences and congresses;
- Organizing travel arrangements and hotel bookings related to congresses and events;
- Coordinating between surgical and pharmaceutical departments;
- Customer Data Administrator: tracking medical representative accounts in the company system;
- Maintaining and updating Sample tracking system and preparing reports related to sampling;
- Maintaining monthly leave report and submit it to the Human Resources team.

HUMAN RESOURCES OFFICER

November 2014- September 2015



Avo Soulhian Est., Lebanon: wholesale and retail company, representative of many international kitchen ware and house ware brands, working with European and Chinese markets.

Recruited in order to provide full support to the management team.

- Recruiting-developing job description and job adverts, interviewing and selecting candidates;
- Implementing integration and immersion programs;
- Providing assistance on company procedures and policies as well as the Lebanese employment law.
- Planning and delivering training: improving the skills of the new and current employees
- Planning and coordinating social and team bonding events to improve the quality of life at work;
- Realizing exit interviews;
- Maintaining employee's personal records as well as social security data;

REGIONAL HUMAN RESOURCES ASSISTANT

March- August 2014



Club Méditerranée, Singapore: commonly known as Club Med, is a French multinational corporation of vacation resorts, having more than 70 resorts in 40 countries around the world. Singapore's office is the East and South Asia & Pacific's business unit.

Recruited in order to provide full administrative support to the HR VP mainly in the realization of the tri-annual HR strategic plan, the organization of the Business unit, the production of job descriptions and also in organizing the annual training campus.

Thesis study subject: A multinational's strategy to retain its employees during an economic growth.

- Developed several HR indicators and reports used in the tri-annual HR strategic plan such as: recruitment figures, turnover and retention rates, externalized activities, salary benchmark in the region, training needs, headcount, etc.,
- Designed and implemented an integration & immersion program for the region's new managers;

- Developed a unified Job Description form for the ESAP region (8 countries) and updated the database with the collaboration of the region's managers for more than 60 positions;
- Assisted the re-organization of the BU: transfer of the call-center from Singapore to Malaysia;
- Co-organized the annual Training campus held in China- travel and room arrangements, training kits, lecture schedules, etc. (for more than 300 employees);
- Conducted 15 exit interviews with managers leaving the vacation resorts;
- Designed and implemented a discovery report for new employees and trainees;
- Updated employee's personal records such as: job position, training needs, wage upgrades, etc. And prepared accordingly reports that helped the HR team in managing its employees;
- Organized social events to improve the quality of life at work: movie lunch, surprise breakfast, themed nights, etc.;
- Managed HRVP's & HR team's calendar, made travel arrangements and organized accommodations.

HUMAN RESOURCES ASSISTANT

January- April 2013



7th District Municipality of Marseille, France: The city of Marseille is divided into 8 districts each with a mayor and council.

Recruited mainly in order to study the quality of life and the motivation of the temporary employees, and to help the HR department to find solutions to minimize the turnover rate.

- Developed a survey regarding the motivation of the temporary employees;
- Provided recommendations on how to motivate temporary employees to stay;
- Prepared employment contracts for temporary employees;
- Assisted the L&D manager in organizing a training seminar: safety of employees at work.

HUMAN RESOURCES ADMINISTRATOR

November 2009- August 2012



Ma Maison SARL, Lebanon: Wholesale and retail company, specialized in distributing powerful house ware and kitchenware brands in Lebanon.

Was responsible for providing proactive administrative HR support service to the company's head office. I was involved also in the recruitment and hiring process.

- Developed recruitment policies : sorting of resumes, pre-selection of candidates, interview applicants and recruitment (participate in the recruitment process);
- Provided employees with information regarding policies, job duties, working conditions and wages;
- Processed monthly payroll information;
- Prepared administrative records for the social security;
- Maintained attendance records and vacation permits;
- Prepared termly and annual balance sheets.

EDUCATION



Master 2 Human Resources Skill Management
Master 1 Human Resources Management

2012-2014

Aix-Marseille University, France



Bachelor in Economics

2006-2010

Haigazian University, Lebanon

LANGUAGE & COMPUTER SKILLS

English: fluent

French: fluent

Armenian: fluent

Arabic: fluent

MS Office: Word / Excel / PowerPoint / Adobe Illustrator / Adobe Photoshop