

March 2016

To whom it may concern,

Please accept this letter and the enclosed resume as an application to hopefully join your team. Allow me to briefly explain how I can contribute to your company.

With over 4 years of experience in store management, training and administrative work, I believe my qualifications will match your requirements. I have had the opportunity to multi-task making it easy to adapt to new and/or stressful situations. My superiors have recognized that I have created constructive changes in my related fields.

Please accept this letter as an expression of my genuine interest in pursuing my career at your company. I will produce an energizing, team working and creative environment that will bring out the best accuracy in your data and best implementation within tight timelines.

If you are interested in a dedicated professional with the required credentials, patience and positive attitude, please give me a call. Thank you for taking the time to review my resume and I look forward for a favorable reply.

Sincerely,  
Lilian Shazbeck

Enclosed: Resume

# LILIAN SHAZBECK

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E-mail: [lilian.shazbeck@hotmail.com](mailto:lilian.shazbeck@hotmail.com)  
Beirut, Lebanon

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## Summary

- **Profile:** Female, 24 , Single
- **Nationality:** Lebanese
- **LinkedIn URL:** <https://lb.linkedin.com/pub/lilian-shazbeck/64/a17/206>

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## Work Experience

Mar 2015 – Aug 2015

Alumco SAL

Choueifat, Lebanon

### *Training & Development Specialist*

- Design and update the annual training schedule in coordination with Head Units & GHRM.
- Prepare in-house training material presentations to employees (Communication Skills... etc)
- Generate, update and release of HR policies and procedures.
- Develop and design employee handbook.
- Prepare and implement an action plan for raising awareness towards company culture, core values, mission & vision.
- Update and develop employee performance appraisal forms for different position.
- Assign and update the KPIs according to positions to assist in the annual assessment process.
- Attend to job fairs and conduct initial screening interviews.
- Generate a pre-employment test for candidates.
- Conduct researches on salary scales per grade.
- Conduct researches on company organizational chart.
- Launch, follow up and generate job descriptions for all positions within the Group.
- Prepare and conduct research on how to apply a “Balanced Scorecard”.
- Circulate weekly inspirational quotes & monthly info graphics as a step in raising employee awareness.

From 2009 to 2013

Sport et Loisir (Loisir Distribution Company)

Beirut, Lebanon

### *Store Manager*

- Generate daily task schedules and distribution for employees.
- Generate and report daily sales and inventory reports to upper management.
- Manage weekly inventories and generate relative reports.
- Manage and conduct employee induction plans and trainings.
- Set action plans and implement supervision.
- Supervision & training for all staff.
- Conduct daily petit cash audit.
- Deal with inquiries and situation assessments.
- Attend to and monitor customer services and complaints.
- Maintain weekly schedules and daily follow up.
- Operate the Dolphin system in data entry and generate relative reports.

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## Training

<b>Apr 2015</b>	<b>Business Ethics</b> <i>Alumco</i>	Choueifat, Lebanon
<b>May 2015</b>	<b>Emotional Intelligence</b> <i>Alumco</i>	Choueifat, Lebanon
<b>Mar 2013</b>	<b>Accounting</b> <i>Al-Danaf Accounting Office</i>	Khaldeh, Lebanon

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## Education

<b>From 2014 to present</b>	<b>American University of Science &amp; Technology</b> Masters in Business Administration	Beirut, Lebanon
<b>From 2009 to 2014</b>	<b>American University of Science &amp; Technology</b> Bachelor in Business Accounting	Beirut, Lebanon
<b>2009</b>	<b>Lebanese official Baccalaureate - SE</b>	Choueifat, Lebanon

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## Languages

- **Arabic** Native
  - **English** Fluent
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## Skills & Character

- Strong strategic thinking and analytical skills.
- Efficient, dynamic, well organized team member with high ability to work under pressure.
- Computer: Dolphin system and Microsoft Office.

**REFERENCES AVAILABLE UPON REQUEST**