

Joanna Mikhael

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Experiences

September 2014 till present: HROutsourcing Account Executive: HRgroup (Achrafieh)

- Assist in Training clients on the HROutsourcing modules handbook and guidelines.
- Follow up on the day to day HR activities with Clients' HR.
- Document and adapt required HR forms for the client.
- Coordinate with the supervisor on technical HR topics and ensure the proper and timely buildup of their competence.
- Handling part of clients' recruitment process: CV screening, Onboarding, Probation evaluation, preparing Job offer and JDs ...
- Handling part of the personnel process.
- Prepare a monthly attendance report for Clients.
- Perform a report related to performance management system.

September 2013 - August 2014: Accountant & Administration Officer: HRgroup (Achrafieh)

- Handle all company administrative affairs.
- Manage relation with all suppliers.
- Handle company petty cash.
- Prepare and issue payment orders, checks, invoices, receipts, transfers and monthly expenses control.
- Perform daily data entry, daily Journal Voucher to the company accounting system.
- Prepare the payroll.
- Check the attendance journals of all employees on daily basis.
- Complete periodical reports.
- Perform various HR activities related to screening candidates, onboarding new employee and maintenance of employee files.

June 2012 - August 2012: Training: SGBL (St Nicolas)

June 2011 - August 2013: Customer Service Relationship: Alfa (Furn l chebbak)

- 7 June 2011 – 30 August 2012: Part timer
- 1 September 2012 – 4 August 2013: Full timer
- Process customer orders in an efficient and timely manner.
- Identify and resolve customer issues.
- Effectively present and discuss the products and services of the company.
- Provide on-the-job training for new employees.
- Promote the products and services of the company in public places.

March 2010 - December 2010: Customer Service: Emporio del Sole - (ABC Achrafieh)

- Organizing and scheduling appointments.
- Handling phone calls.

May 2009 - March 2010: Salesperson: Big Star - (ABC Achrafieh)

- Increase sales & achieve monthly targets.
- Inventory control and assured a presentable store at all times.
- Maintaining the relation between the customer and the brand.

August 2008 - May 2009:

Cashier & Salesperson: Furla - (ABC Achrafieh)

- Selling Clothes items and styles.
- Closing daily invoices and receipts.
- Handling customer's accounts.
- Using Dolphin accounting system.

Education

Present: MBA in **Human Resource Management** at
Sagesse University – Furn el Chebbak (Tel 01-291091)

October 2008 - July 2012: BA in **Business Administration and Finance** at
Sagesse University – Furn el Chebbak (Tel 01-291091)

October 1993 - July 2008: Baccalaureate in **Sociology and Economy** degree from
Collège de La Sagesse – Achrafieh (Tel 01-561990)

Skills

- Good communication skills
- Microsoft Office
- Internet
- Dolphin System

Languages

Fluent in: **English, French & Arabic.**

Hobbies

Dancing
Swimming
Scouting
Reading

References

Available upon request.