

# Joanna Mikhael

2<sup>nd</sup> floor - Ariston bldg  
Adib Ishak Street – Achrafieh  
Beirut – Lebanon  
Date of Birth: 7 Feb 1990  
Mobile: 00961 3045597  
E-mail: joanna\_mikhael@hotmail.com

## Experiences

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### **September 2014 till present:**      **HR Outsourcing Account Executive:** HRgroup (Achrafieh)

- Create & maintain employee files and records on attendance, leaves, certificate and letter requests
- Assist in the consolidation of information related to employee attendance and vacations' balance on a regular and set basis
- Perform various HR activities in the recruitment process; related to screening candidates, onboarding new employee and maintenance of employee files.
- Developing Job descriptions
- Prepare a monthly attendance report for Clients and for the company.
- Perform a report related to performance management system.
- Assist in Training clients on the HR Outsourcing modules handbook and guidelines.
- Follow up on the day to day HR activities with Clients' HR.
- Coordinate with the supervisor on technical HR topics and ensure the proper and timely buildup of their competence
- Assist in preparing payroll
- Issue employment certificates and other letter request for specific and known purposes
- Update regularly all HR related personnel filing systems and administration

### **September 2013 - August 2014:**      **Accountant:** HRgroup (Achrafieh)

- Processing accounts payable invoices
- 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.

### **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

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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

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

## Languages

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

## Hobbies

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Dancing  
Swimming  
Scouting  
Reading

## References

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Available upon request.