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**Rose Farah Hazar**

**Ajaltoun-Lebanon**

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*Objectives*

A Parts and Service Manager, Administrative assistant with extensive experience in administration PA and secretarial roles and having good knowledge in accounting.

A recent achievement with my current employer includes a new filing system for client’s generators maintenance, new petty cash system.

Currently seeking for a new experience and challenge to improve my career

*Key Skills*

* Typing Arabic & English
* Proficiency in all areas of Microsoft Office, in Excel, Word and PowerPoint
* Excellent communication skills, both written and verbal
* Strong administrative and organisational skills
* Team work
* Problem solving skills

***Education***

**BACHELOR DEGREE** / (June 2015)

**Arab Open University**-Faculty of Business Administration

TAYOUNE-LEBANON

**Bachelor Degree in BUSINESS STUDIES**

**BACHELOR DEGREE/** (June 2015)

**British Open University**-Faculty of Business Administration

**Bachelor Degree in BUSINESS STUDIES**

Awarded under the authority

Of the royal charter of the Open University

**DIPLOMA DEGREE**/ (June 2005)

**Lebanese University-** Faculty of letters and human sciences

FANAR-LEBANON

**Diploma Degree in ARABIC LITERATURE AND LANGUAGE**

**HIGH SCHOOL DEGREE/** (June 1997)

Notre Dame De Louaize School

ZOUK MOSBEH-LEBANON

**High school-Philosophy section**

*Employment History*

1. *Overseas Consultants*

*Position*: Parts & Service Manager, Administrative & Accounting Assistant

*Period*: (August 2011-Present)

*Location*: ZALKA-Lebanon

***Responsibilities*:**

* **Parts & Service Manager**

|  |
| --- |
| * Interface with Service Technicians and ensure their Parts and Accessories needs are being met. * Take service technicians’ orders for parts and fill them as fast as possible. * Assist service technicians in determining parts & accessories requirements for individual jobs. * Recommend related Parts and Accessories, which may be required for a job. * Supply cost of parts information on repair orders. * Update inventory control system and parts catalogue. * Notify service personnel when special parts or back-ordered parts are received * Responsible for orders and purchases * Make contacts with suppliers |

* Provides materials, equipment, and supplies by directing, receiving, warehousing, distribution
* Data entry
* Making delivery orders and invoices
* **Administrative Assistant**
* provide general administrative and clerical support including mailing, scanning, faxing and copying to management
* maintain electronic and hard copy filing system
* open, sort and distribute incoming correspondence
* perform data entry and scan documents
* manage calendar for Managing Director
* assist in resolving any administrative problems
* run company’s errands to post office and office supply store
* answer calls from customers regarding their inquiries
* prepare and modify documents including correspondence, reports, drafts, memos and emails
* schedule and coordinate meetings, appointments and travel arrangements for Managers
* maintain office supplies for department
* **Accounting Assistant**
* Management of petty cash transactions.
* Controlling credit and ensuring debtors pay on time.
* Reconciliation of direct debits and finance accounts.
* Ensuring all payments amounts & records are accurate.
* Preparation of statutory accounts.
* Working with journals, sales & purchase ledgers and spreadsheets.
* Sorting out incoming, outgoing daily post & answering any queries.

1. ***MIKNAS FOOD Sal (McDonalds Lebanon)***

***Period*:**  (December 1999 – July 2011)

**Location:** JOUNIEH- Lebanon

***Responsibilities and Positions***

* From 2005 Till 2011 Promoted to Floor Manager position
* Floor Supervisor job duties including:
* Supervising crew members
* Supervising products and equipment, with achieving high standard of quality, service & cleanliness
* Open and Closing P.O.S
* Handle customer complains
* **From 2004 Till 2005 Promoted to Crew trainer position**
* The crew trainer job duties including:
* Train crew member on daily act
* Help crew member in any task they have a problem with
* Follow up on crew member tasks
* **From 1999 Till 2004 Part time crew member**
* The crew member job duties including:
* Operating cash register
* Running the drive thru
* Cleaning Restaurant
* Kitchen food processing

*Training & professional Development*

***BFC(BUSINESS AND FINANCE CLUB)***

* Certification of attendance for attending:

***Subject***:“ ***THE DEFINITIVE GUIDE TO ACCOUNTING, TAXES,******AND NSSF***”

***Duration***: 6days workshop (18 practical hours) **JUNE 2014 from 16-23/6/2014**

***Provided by***: Mr. SAMI MIKATI The DISCIPLINARY BOARD MEMBER OF THE LEBANESE ASSOCIATION OF CERTIFIED PUBLIC ACCOUNTANT

* Certification of attendance for attending:

***Subject***: “***ADVANCED NSSF AND LABOR LAW COURSE*”**

***Duration*:** 5 days(15 practical hours) **OCTOBER 2015 from 2-6/11/2015**

***Provided by*: MR MAKRAM GHSOUB**

* Certification of attendance for attending:

***Subject***:“***BODY LANGUAGE AND TIME MANAGEMENT******WORKSHOP***”

***Duration***: (3 days-8 practical hours ) **JULY 2016 from27-29/7/2017**

***Provided by***: DR NABIL KHOURY

**AT MCDONALDS RESTAURANT TRAINING DEPARTEMENT**

* **In March 2003**: attending the crew trainer development program
* **In May 2005**: attending floor manager development program
* **In December 2007**: attending basic shift management development program
* **In April 2008**: attending a hospitality course
* **In July 2010**: employee training course

*Hobbies*

Reading, music & shopping

*Languages*

Arabic: writing, speaking and reading

**English:** writing, speaking and reading

*References*

Upon Request