

HANADY BOU ZEID

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Be an active actor of the success and achievement of the company's objectives by creating and managing its documents.

EXPERIENCE

CASHIER AND CUSTOMER SERVICE OPERATOR – Mon Idée Bakery (Feb 2013-Jul 2013)

- Receive payment
- Follow back with the customers in order to check their satisfaction

PRIVATE TEACHER (2009-2017)

- Provide one-on-one educational assistance to elementary and secondary school students
- Help students improve their skills in reading and writing
- Teach secondary students English, French, Arabic, Physics, Chemistry, Biology and Mathematics

SUPERVISOR – Il Piano (June 2015-May 2016)

- Coach, resolve issues, counsel, monitor, discipline employees and serve as a link between subordinates and upper management

SECRETARY – Clinique Dr Chady Mchayleh (from May 2018 till current)

- **CAD/CAM:** scan, design, produce, sinter and glaze crowns and Inlay/onlay
- Use a computerized diary system to book, switch and cancel appointments, write prescriptions and procedures
- Deal with calls from patients
- General administration tasks

TECHNICAL KNOWLEDGE

- CTServ system
- Microsoft Office: Excel, Word & PowerPoint.
- CAD CAM

TRAINING

- November-December 2017: Archivist, responsible for assembling, cataloguing, preserving, auditing, scanning, managing and storing patients files (Hopital Serhal, Rabieh, Lebanon).

EDUCATION

- 2014-2017: 3 Years in Information Management
Lebanese University Faculty of Information – Branch II, Jdeideh

- 2013-2014: 1 Year in Biology
Lebanese University Faculty of Science – Branch II, Fanar
- 2012-2013: Lebanese Baccalaureate II – Life Science
Collège Saint Georges, Khenshara

KEY COMPETENCIES

- Communication skills
- Information collection and management
- Planning and organizing
- Accuracy
- Customer service skills
- Teamwork
- Initiative
- Adaptability
- Confidentiality

LANGUAGES SKILLS

English, French, Arabic, Basic Knowledge of Turkish