CURRICULUM VITAE

**Pauline**

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# Personal Profile

Creative and innovative thinker with effective human resources management and goal setting abilities.

Combined with superior leadership, team building, communication, interpersonal, and presentation skills.

Self-motivated with the ability to excel in a fast-paced environment; communicate effectively at all levels;

Manage competing priorities and adapt readily to new challenges**.**

# Professional Experience

## Ras Beirut Food Concepts.a.l – Beirut

Le Rouge Beirut Restaurant / Hamra&Gemayzeh

Toot Beirut Restaurant & café

Rosa Maria Restaurante& Trattoria Café

Cafeteria & coffee shop of Phoenicia University

**Human Resources Manager & Assistant to chairman,**

February 2010 - November 2016

* Responsible for Payroll Administration, Benefits/Compensation, Training &

Development, Recruitment/Selection and Employee Relations, reporting to the chairman, - Manage and process weekly and monthly payroll for all restaurant and corporate staffs,

* Coach Managers on the process of evaluating employees, setting goals, conducting objective performance reviews, and recognizing and awarding performance to improve productivity.
* Handling all recruitment process: interview, signature of contract, job description, and introduction to owners, managers and other employees.
* Handle employees terminations, grievance and other difficult situations in a sensitive, fair and respectful manner, working closely with legal department
* Identify talent and aspirations of individual employees and provide coaching aimed at motivating them to undertake the necessary training required to advance their careers within the company
* Develop job profiles and source candidates from major job boards; select, interview and hire employees in collaboration with department managers
* Plan and develop on-the-job training programs for line employees and career development programs for managers with a focus on retaining existing talent and reducing employee turnover Accomplishments
* Established and maintained proper structures and processes to track time and attendance, vacations
* Developing, creating and updating HR policies, procedure and job description for all positions
* Negotiating advertising rates with newspapers & online job boards & then placing job adverts with them.
* Assisting G.M during the preparation of Franchising Department and representing the company twice during Ajman Franchise Exhibition
* General office management
* Managing and Following with G.M the preparation of the opening of new restaurants

(contracts, Offers, day to day work on site and with managers, follow up)

* Coordination between departments for events: New Years, Valentines, Ramadan and other events: entertainment, decoration, souvenirs, reporting to GM

## Bank of Beirut s.a.l – Elyssar Branch

Bank

**Personal Banking representative**

October 2007 - January 2010

* Car loan
* Personal Loan
* Credit Cards
* House loan
* Day to Day follow-up on customer satisfaction
* Customer Service
* Bank Product

## First National Bank – Saida

Bank

2 months Internship

# Education

Saint Joseph University, Beirut - **Human Resources Management – Master Degree** (20072008)

Saint Joseph University, Saida – **Business & Marketing Diploma** (2004-2007)

Jezzine Official School, Jezzine – **Lebanese Baccalaureate in Life Science** (2001 – 2004)

# Key competencies and skills

## Human resources

* Experience of managing grievance and disciplinary procedures.
* Able to develop, maintain and implement HR policies.
* Keeping all company employees informed of key employment and company issues.

## Personal

* Excellent organizational skills.
* Able to tactfully deal with difficult and sensitive situations.
* Good oral and written communication skills.
* Influencing, persuading, coaching and negotiating skills.
* Pro-active and self-motivated.
* Ability to prepare and present reports to director level.

# COMPUTER SKILLS

- Microsoft Office, Internet, Outlook. ACE software (back office), HR system (Softstm&Hprocom)

## Nationality: Lebanese D.O.B: 21 June 1986

**Languages:** English, French and Arabic (fluently read, written and spoken)  **Marital Status:** Married

**Visa Status: Tourist Visa**

# REFRENCES

Available upon request.