

Hiba Abou Haykal
Lebanese/ Brazilian
Cell: (00961)71-714440
Email: hiba.haykal@gmail.com

Objective: *Seeking a position that meets my qualifications & experiences with an opportunity to contribute to the efficient operation of your organization.*

Personal Data:

Name:	Hiba Abou Haykal
Date of Birth:	6 November 1983
Nationality:	Lebanese/ Brazilian
Marital Status:	Single

Educational Qualification:

- 2020: Associate Certified Coach- Transformative Coaching
Coach Master Academy Beirut- Lebanon
- 2020- 2023: PHD in Sociology – Leadership and Human Resources Management
USJ (Université Saint- Joseph de Beyrouth) Beirut- lebanon
- 2008 - 2010: Masters in Human Resource Administration
FAAP (FUNDAÇÃO ARMANDO ALVARES PENTEADO) São Paulo – Brazil
- 2002 – 2005: BA in Information and Libraries Management
Lebanese University Beirut- Lebanon
- 1999 – 2002: High School
Omar Al Mokhtar Educational Center, Bekaa- Lebanon

Work History:

A- May 2010 – Present

Lebanese University (Bekaa- Lebanon)

Library Technical Trainer at (Library Horizon computerizing project)

- Plan and direct classroom training, electronic learning, multimedia programs, and other
- Computer-aided instructional technologies
- Work closely with faculty staff and students to develop an integrated base for teaching and delivering the highest quality services that meets academic requirements
- Maintain library materials and continuously develop collections and improve access and support to researchers studying those collections

- Provide effective access to library collections and resources
- Perform original cataloging and classification of print, audio- visual and electronic resources

B. March 2019– August 2019

Arcenciel (Beirut, Lebanon)

Human Resources Department- Employee Relations Specialist

- Promotion the "*Active Listening*" mission within the Human Resources Department, in addition to coordinating trainings on active listening and supporting system.
- Respect arcenciel's mission and values as well as policies and procedures.
- Approach each scenario from an objective perspective: the needs of the business, as a whole, versus the needs of the individual, and be able to empathize with both scenarios and find the best solution.
- Responsible for the collaboration and coordination between Arcenciel different centers, in a scheduled way, in order to stand on employees issues
- Improve and maintain connections with professionals to benefit from their medical care networks (hospitals, laboratories, dispensaries, pharmacies, etc.), in coordination with the health and social units in different centers.
- Managing employees issues such as productivity and welfare of employees, pay and benefits, supporting work-life balance, and safe working conditions.
- Monitoring complaints, analyzing customers problems, trying to solve the intended problem, forwarding the issue to upper level management, contacting the customer to inform him with the outstanding result.
- Prepare newsletter, emails and memos to communicate information about the organization in terms of news, announcements and decisions.
- Provide superior level of customers relations and promote the service culture
- Delegate day to day operations to other particular staff employees.
- Maintain records, informations, leads, contact numbers, area statistics and relevant information related to Arcenciel organization
- Acquired a good experience in public relations and customer service section
- Acquired negotiation skills, communication skills and persuasive skills

C. August 2016 – February 2019

Arcenciel (Bekaa, Lebanon)

Human Resources Department/ HR Administrator

- Responsible for the administration and efficient daily operation of the internal work as well as external work related to Arcenciel organization. Maintain human resources records by recording new hires, transfers, terminations, changes in job classifications, merit increases; tracking annual leaves, sick leaves, and personal time
- Responsible for the short listing of job candidates, through screening and interviewing applicants; notifying existing staff of internal opportunities; maintaining personnel records
- Preparation of the staff payroll
- Administer student loan, medical insurance and disability programs

- Orientation for new employees, reviewing organization policies; gathering withholding and other payroll information; explaining and obtaining signatures for benefit programs

D. October 15 – August 16

Basmeih w Zeitooneh NGO (Bekaa- Lebanon)

Psycho-social Program Coordinator/ Peace Education Program

- Provide technical guidance to the development of the project's PSS component
- Develop plans for PSS activities with children, youth, parents and caregivers and for any person in need of Child Protection (CP) or at risk of Gender Based Violence (GBV), ensuring timely and quality implementation in the field
- Provide coaching, support and supervision to the teams (animators, educators, community mobilizers) in the field on the implementation of the PSS activities
- Support PSS activities with parents and caregivers
- Support focus group discussions with parents and caregivers
- Develop analysis on the results of M&E tools adopted to measure the impact of the PSS activities
- Provide training to the staff on psychosocial support planning and monitoring and on psychosocial first aid
- Provide technical trainings to the staff identifying lessons learned and best gateways to reach the projects' PSS outcomes

E. November 12 – October 2014

Amel Association International (Bekaa- Lebanon)

Education officer at Remedial and Accelerating Learning Programs:

- Support the head of center in the organization of the educational and recreational activities
- Support the Education team in the outreach plans within the targeted area.
- Support the Education team in getting familiar with the Education Program system including all forms & sheets and reporting channels and deadlines.
- Update and maintain the project database and indicator tracker
- Generate quality evidence on project impact and promote and ensure use of data for decision- making processes
- Assist in conducting assessments and evaluations
- Collect required forms and sheets from the Education team on regular basis as per the time frame and archive them in an organized system
- Support the organization of Social counseling
- Reporting: Review or edit data in reports as requested and required
- Meeting with staff on weekly basis

Communication Skills:

Arabic: Speaking- Reading- Writing

English: Speaking- Reading- Writing

Portuguese: Speaking- Reading- Writing

Computer Skills:

Proficient in Microsoft Office (Word, Access, Excel, PowerPoint)

Hobbies:

Traveling, Sport, Dancing.

References:

References will be provided of employer and college upon request.

Mailing Address:

Hiba Abou Haykal

Bekaa – Lebanon

Jib Janin, Ashaish street, Salim Abou Haykal Bldg, 1st floor

Tel: 08-661660

Mobile: + 961(71)714440

Email: hiba.haykal@gmail.com