**Caroline Hannou**

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| **PERSONAL INFORMATION** | | |
| **Address** | Metn, JL, 1203, Lebanon | |
| **Mobile** | +961 71 121 518 | |
| **Email** | caroline.hovhannessian@gmail.com | |
| **Date of Birth** | September 13, 1993 | |
| **Nationality** | Lebanese | |
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| **PROFESSIONAL EXPERIENCE** | | |
| **2017 – Present** | **HR Generalist – Solarco Group** | |
|  | • Assist internal and external HR related matters  • Maintain employee files and records in electronic and paper form  • Provide support to employees on various HR-related topics such as leaves and compensation and  resolve any issues that may rise  • Renew legal documents and permits for all foreign workers  • Collect and review employee travel expenses | |
|  | • Cooperate with broker to perform all CNSS transactions  • Manage new and renewal all insurance policies | |
|  | • Assist chief accountant in monthly payroll process | |
| **2016 – 2017** | **Floor Manager – BHV** | |
|  | * Managed a team of 10 to increase sales and reach set targets | |
|  | * Dealt with customer queries and complaints | |
|  | * Managed stock levels by taking key decisions about stock control | |
|  | * Provided updates to staff on business performance, new initiatives and other relevant issues | |
|  | * Regularly monitored the sales floor by identifying or resolving urgent issues | |
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| **2013 – 2016** | **Assistant Store Manager – Victoria’s Secret** | |
|  | * Managed and motivated a team of 5 to increase sales and ensure efficiency | |
|  | * Analyzed sales figures and forecasted future sales | |
|  | * Recommended training and development plans for staff | |
|  | * Ensured the standards of quality, customer service and safety management | |
|  | * Responded to customer complaints and comments | |
|  | * Handled the visual merchandising of the store | |
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| **EDUCATION** | | |
| **2013 – 2017** | **Bachelor of Business Administration in Accounting** | |
|  | Lebanese International University | |
|  | * GPA 3.00/4.00 | |
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| **CERTIFICATIONS** | | |
| **2019 Human Resources Management**  BCA International | |
| **2019 Payroll Taxes and Social Security** | |
| Co-Opain NGO  **LANGUAGES & SKILLS** | | |
| **Languages** | **English** – Fluent | |
|  | **Arabic** – Fluent | |
|  | **Armenian** – Fluent | |
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| **IT Skills** | **Microsoft Office** | |
|  | **FOX** – Accounting Software | |
|  | **BIOCA** – Attendance Management System  **PIMS** – Payroll Software | |
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| **Interpersonal Skills** | **Accountability** – Very Good | |
|  | **Problem Solving** – Very Good | |
|  | **Analytical Thinking** – Good | |
|  | **Communication** – Good | |
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