



GHIDA AL CHAWA, MBA

SHRM Pursue

UAE • ghida_alchawa@outlook.com • +971-58-5310858 • www.linkedin.com/in/ghida-alchawa

PROFESSIONAL EXPERIENCE

WOOD FOR CONSULTING AND ENGINEERING

Project and Onboarding Specialist

Dubai, UAE

Aug 2023 – Jul 2024

- Spearheaded HR support for new hires, orchestrating mobilization plans for 150 in-country staff. Facilitated seamless allocation of desks, IT equipment, phones, and mobiles within strict timelines.
- Revamped and optimized project staff onboarding/offboarding processes, resulting in an outstanding efficiency improvement of 30%.
- Orchestrated systematic administrative and technical support for 2 entire Project Team. Managed travel arrangements, meeting room bookings, and seamlessly organized various events, programs, and meetings.
- Collaborated with the Finance team to rectify project staff data errors, successfully reducing errors by 20%.
- Played a pivotal role in analyzing and implementing cost-effective procurement strategies for office equipment and services, leading to a notable cost reduction of 15%.
- Achieved 100% completion of all administrative tasks, including courier shipments, office and pantry supplies requisition, and maintenance.

AMERICAN UNIVERSITY IN THE EMIRATES

Project Coordinator cum PA

Dubai, UAE

Dec 2021 - Jul 2023

- Innovated administrative standards for the Department of Alternative Medicine, resulting in a remarkable 50% decrease in processing time for administrative tasks.
- Developed action plans and prepared 3 to 5-day workshops and training programs, contributing to a substantial 25% increase in student participation.
- Fostered communication and networking among project participants and 2 major governmental entities (DHA and KHDA). Coordinated departmental project activities with Dubai Racing Club and Natural Healing – acupuncture Center.
- Conducted approximately 3 site visits per week to diverse locations such as stables, clinics, and hospitals.
- Ensured 100% unwavering compliance with university policies and procedures. Played a key role in office planning and supervised operations to meet external party needs.

FRANSABANK

Customer Service Representative

Beirut, Lebanon

Sep 2016 - Nov 2021

- Increased new account openings by 150 accounts annually through effective outreach strategies and personalized client consultations.
- Boosted bancassurance product sales by 30%, resulting in a significant increase in overall revenue from insurance and investment products.
- Achieved a 25% increase in credit card and loan approvals, leading to an additional 200 approvals per quarter by refining credit assessment processes.

EDUCATION

MORGAN INTERNATIONAL INSTITUTE

SHRM Attendance Certificate (in progress to become SHRM Certified Professional)

UAE

Present

AMERICAN UNIVERSITY OF SCIENCES AND TECHNOLOGY

Master of Business Administration – Emphasizing on HR

Lebanon

2016 - 2019

AMERICAN UNIVERSITY OF SCIENCES AND TECHNOLOGY

Bachelor of Sciences – Emphasizing on Marketing and Advertising

Lebanon

2011 - 2016

ADDITIONAL INFORMATION

- **Program Management:**
 - SPSS (Nano Training and Consulting Center)
 - MS: Project, Word and Power Point
 - Adobe: Photoshop, Illustrator and In Design
- **Digital Marketing Certifications:**
 - Digital Transformation (2021), University of Virginia Darden School of Business
 - Startup Digital Marketeer (2017), CPD Standards Office
 - Digital Marketing & Social Media Course (2016), CPD Standards Office
- **Banking Certifications:**
 - Banking Ethics (2019), ESA Business School
 - Lebanese Financial Regulation (2018), ESA Business School
- **Languages:**
 - Arabic (Native Proficiency)
 - English (Professional Working Proficiency)
 - French (Limited Working Proficiency)
- **Publication:**
 - Economic Effects of Product Packaging on Consumer Shopping Behavior - The Case of Lebanon
<https://www.sciencepublishinggroup.com/journal/paperinfo?journalid=328&paperId=10029883>