

SARA EL NABULSI

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SUMMARY OF QUALIFICATIONS

- Proficient in human resources management with almost 3 years of experience, including recruitment, payroll, performance evaluation, and employee relations.
- In-depth knowledge of HR practices and laws governing human resources, with expertise in the application and interpretation of collective agreements.
- Experience across multiple HR disciplines, including organizational development, career development, and the ability to address HRM challenges and trends.
- Strong analytical and problem-solving skills, with proven ability to work autonomously or within a team under pressure to meet deadlines.
- Bilingual in French and English, with excellent communication skills and proficiency in using HR software, databases, and Microsoft Office Suite.

RELEVANT EXPERIENCE

July 2022 – April 2024

Human Resources Specialist | *SIPPI Holding*

- Managed the recruitment and selection process, ensuring adherence to HR policies, procedures, and collective agreements.
- Oversaw the integration of HR systems across staff, ensuring alignment with both legal requirements and group policies.
- Provided guidance on employee relations, including managing disciplinary actions, performance issues, and conflict resolution. Supported dispute resolution and engaged in discussions with employee representatives.
- Delivered expert advice to Directors, Managers, and Supervisors on complex HR matters, providing solutions customized to meet operational goals.
- Offered HR planning advice, including demographic analysis, succession planning, and strategies to address turnover and other HR challenges.
- Assisted managers in assessing training needs, creating development plans, and overseeing activities to boost employee skills and performance.
- Guided new employees through HR policies during onboarding, ensuring they align with the group's governance objectives.
- Counseled management on organizational structure, job design, and job evaluation practices.
- Served as the primary point of contact for performance management inquiries.

Internship Coordinator | *Lebanese American University*

June 2019 - Feb 2022

- Offered students comprehensive guidance on career research, decision-making, goal setting, and job searching, aligning with the need to oversee and coordinate all aspects of the MEPI - TL internship and career requirements.
- Supported students through their internship applications and assisted them with interview processes at institutions, handling job management and addressing exceptions such as conflicting requests and tight deadlines. Ensured all submitted forms were thoroughly reviewed, completed, and accurate.
- Organized and participated in career fairs and managing placement strategies to enhance student success along with the career office at LAU.
- Reported to the granting institution on students' progress and completion of their internships as part of the main requirements to be fulfilled before graduation.
- Actively engaged in tracking meetings to develop placement strategies and action plans for student success, while also holding individual meetings with students to monitor their progress.
- Created and updated procedural documentation to ensure uniform delivery of services to students.
- Provided feedback and collaborated proactively with management to pinpoint and implement required process enhancements.
- Worked closely with the compliance unit to keep the database up to date in order to guarantee reputable and good standing institutions for students in various fields.

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- Fostered relationships with institutions, students, and career professionals to create opportunities for students and support the program's grant objectives through tailored career workshops, civic and professional internships.
- Maintained a database of all TL Alumni for future connections and managed the MPI TL LinkedIn account.

Customer Service Representative | Blom Bank SAL**Dec 2016 – June 2018**

- Assisted customers who are victims of fraud, theft, or identity theft.
- Answered inquiries regarding checking/savings accounts and other bank related products.
- Assisted customers with daily incoming and outgoing transfers, opening individual and joint accounts.
- Answered questions regarding account types, banking products and credit cards.
- Performed daily administrative tasks.

ADDITIONAL EXPERIENCE

Mentor Program**2019 - 2022**

Lebanese American University

- Assisted students in navigating the business field
- Helped students to be well prepared for the workforce and have access to the right resources
- Provided information to students to increase their understanding of the professional skills needed for the global business
- Helped students identify their business aspirations and create realistic steps to achieve their goals

Professor Graduate Assistant**2019 – 2021**

Lebanese American University

- Assisted the professors in research and administrative tasks
- Assumed the role of teaching assistant and helped with teaching material
- Assisted with correction and grading of exams
- Organized campus events and conducted various research tasks related to courses
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Public Relations and Media Office Assistant**2013 - 2016**

Lebanese American University

- Coordinated the social media of LAU
- Handled media accounts
- Organized LAU's annual media dinner, GALA dinner, graduation ceremony

EDUCATION

Masters of Science in Human Resource Management**2019 - 2021**

Lebanese American University, Lebanon

High Distinction

ADDITIONAL TRAINING

Leadership, Lebanese American University Academy of Continuing Education**2022****Conflict Resolution**, Lebanese American University Academy of Continuing Education**2022**