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**Marie - Thérèse RAGI**

Mazraat Yachouh, Main Road, Haber Bldg., Metn – Lebanon

Phone: +961-70-717080

E-mail: mt\_ragi@hotmail.com

### Nationality : Lebanese

### Date of Birth : June 22nd, 1966

Marital Status : Divorced w/ 2 kids

### Professional Experience

**Dec. 2014 – Present AISHTI SAL**

 ***Executive Assistant to the COO***

* Handles and screens calls for the COO, schedules meetings and maintains an updated calendar, types all correspondences, sends and receives faxes,
* Negotiate with airline companies, travel agencies, hotels and car rentals companies to get good deals for corporate travel arrangements.
* Handles visa applications, hotels, tickets booking and travel allowance for the COO and accompanying employees
* Follows up on the office’s petty cash
* Ensures the offices’ cleanliness and that all office equipment and supplies are available
* Prepares payments for local suppliers after checking and confirming invoices and bank transfers for foreign suppliers of packaging, uniform and visual merchandising materials
* Orders uniforms and packaging material for monobrand boutiques
* Coordinates with the shipping & logistics department as for goods shipping and related required documents
* Coordinates regularly with the Dijete concerning the music CDs for the shops
* Assists in planning and implementing the company’s events and fashion shows and takes authorizations from concerned parties for the events
* Handles additional miscellaneous tasks as requested by the COO
* Supervises and follows up with the front Desk Assistant on Ordering of staff uniforms, Packaging materials’ as well as their delivery dates and stock and their data entry on the system. Monthly requisitions and First aid kit orders of the stores and warehouse and their deliveries

**Oct. 2012 – Dec. 2014 MG Holding SAL**

 ***Personal Assistant to the CEO (Head of Administration)***

* Provide administrative assistance to the CEO and other company Managers as required including typing, transcription, information research, filing, draft correspondence, financial and other reports as appropriate.
* Liaise with all companies legal consultant, to ensure updated legal files.
* Arrange and assist with Group Power Meetings, general management meetings, conferences and board of directors meetings.
* Writing job descriptions, manage online job posting, CV screening, interviewing, preparing job offers, employee relations.
* Responsible for operating and maintaining office equipment: and make recommendations for new or additional equipment.
* Negotiate with agencies for corporate business travel operations (Visas, Flights, Hotels, Car rentals, Per diems, Travel Expenditures, …)
* Maintain a professional archive system for all Companies Legal files with a proper tracking system.
* Deal with CEO on his personal stuff follow ups and expenses.

### Jun 2006 – Oct. 2011 Insurance Control Commission (ICC) – Ministry of Economy & Trade

 ***Office Manager***

I was supporting the Head of the Insurance Control Commission in the day to day operation by maintaining office systems and supervising staff.

***Implemented Projects:***

* Workflow and document management system: establish a new application to manage all the workflow and documents systematically along with their adequate procedures manual.
* Insurance Arbitration Council: organize the work of this council in his two organisms as well as review all related procedures.
* In charge of total organization of several regional conferences and meetings (travel arrangements, hotels, visas, venues, transportation).

### Jan 2005 – June 2006 Les Affichages Pikasso s.a.l.

 ***Assistant to the PR Regional Manager***

Major Job duties as assistant to the Public Relation Manager:

* Coordination and follow up with the PR Team in the preparation of all the payment orders to the landlords and to the municipalities also submit permit renewals and prepare the files of the new locations.
* Assigned to be a certified internal auditor to follow up on the ISO procedures.

### Aug. 2003 – Aug. 2004 Online Money Transfer s.a.l. (Western Union Representative).

 ***Executive Secretary*** *(Management Office)*

* Provide administrative assistance to the President and other officers as required: typing, transcription, information research, filing, draft correspondence, financial and other reports as appropriate. Arrange and assist with the executive management meetings, conferences and board of directors meetings. Maintain adequate filing system.
* Responsible for developing, implementing and updating office policies and procedures including scheduling appointments, processing mail, ordering supplies, and other office practices.
* Manage Business travel operations (Visas, Flights, Hotels, Car rental) for President and other officers.

**May 1991 – Mars 2003 Ets Georges Abou Adal & Cie sal – Beirut**

**I started as an executive secretary and progressed gradually to an Administrative Assistant/Office Manager in 2001 in the Administration and Finance Department.**

During my last assignment, I was supporting the CFO in the company operations by maintaining office systems and supervising staff.

**June 1986 – Dec. 1990 Hayek Steel sal – Bauchrieh – Lebanon**

My duties included all the secretarial and accounting work; preparing all the quotations and price studies, in addition to direct follow up with all suppliers and customers.

### Professional skills:

Reliable, Adaptable, Good interpersonal & Communication skills, Managerial & Organizational Skills, IT support, Problem solver

**Education**

**Jan 09- June 09** **Milestones** - Antelias, Lebanon

 ***SPHR Course (Senior Professional in Human Resources)***

### June 1986 – Feb. 1987 Ray’s International School at Fontaine Bleue - Beirut, Lebanon

 ***Diploma of English courses “Grade C”.***

### June 1985 Ecole des Soeurs de la Charité “Immaculée Conception” - Beirut, Lebanon

 ***Executive Secretary.***

**General Information:**

- Computer literate: Excellent Knowledge of all Microsoft Office (Word, Excel, PowerPoint, Visio, Outlook, Internet) MACC system for accounting.

- Fluent in English, French and Arabic.