

# Curriculum Vitae

## Nicolas Antaki



### Personal information

Address

Aleppo, Azizieh, Maryana Marrash Street, Front of DHL.

Telephone(s)

Mob: +963-991-10-20-10

Mob: +963-958-002-715

E-mail

nicolas.antaki@hotmail.com

Date of birth

January 12, 1986.

Military Service

Exempt (No Brothers).

Skype Account

nicolas.antaki

### Work experience

Dates

**August 2023 - Present**

Occupation or position held

**Human Resource**

Main activities and responsibilities

- ❖ Support HR Manager in scheduling induction for new joiners.
- ❖ Monitor and ensure that induction meetings are done timely and induction checklist is updated, signed, and filed in personal file.
- ❖ Ensure file management is properly done, personal files and HR files.
- ❖ Manages and maintains staff leave, R&R, time sheets and attendance.
- ❖ Provides advice on recruitment for vacancies, including but not limited to, ensuring prompt long listing and short-listing; downloading CVs from E-Acru; preparing written tests, scheduling interviews; contacting candidates, and writing regrets when needed.
- ❖ Ensure that all necessary and related documents for every competition and recruitment is properly gathered and put in relevant file.
- ❖ Ensure that all employment contract templates are updated, in line with the local labour law and Oxfam's policy.
- ❖ Coordinate and facilitate all on boarding processes and have signed completed schedule filed for reference.
- ❖ Responsible for the essential part of reference checks in coordination with Oxfam HR Accredited Referee and OGB Reference Team.
- ❖ Support in ensuring that employee medical records are up to date and that arrangements are facilitated if necessary for any medical treatment.
- ❖ Manages relations with medical service providers, monitors medical expenses and ensures medical staff records are handled and kept in a confidential manner.
- ❖ Ensure that absence (including annual leave and sick leave).
- ❖ Undertake trends analysis on absence data highlighting key patterns and notifying managers.
- ❖ Provide support to HR Manager to collect objectives and performance reviews. Share performance review report with Sr.HR Manager as required.
- ❖ Creates awareness and understanding among current and new staff on the code of conduct and safeguarding.
- ❖ Ensuring all leavers complete exit interview, analyse trends and make recommendations to the HR manager.
- ❖ Monitors and provides support with disciplinary cases and investigations as required.

Name of employer

**Oxfam GB in Syria**

Dates	April 2023 - Jul 2023
Occupation or position held	Human Resource
Main activities and responsibilities	<ul style="list-style-type: none"> <li>❖ Ensure a proper follow up on recruitment and compliance with recruitment procedures.</li> <li>❖ Review recruitment requests. In coordination with Country management and Finance.</li> <li>❖ Drafts job descriptions and vacancy announcements following indications given by coordination and COOPI internal standards.</li> <li>❖ Evaluate candidate credentials (short listing) when requested.</li> <li>❖ Conducts interviews when requested by hierarchical management.</li> <li>❖ Reviews and/or prepare panel recommendations on the selection of candidates.</li> <li>❖ Ensure a proper follow up on administrative files and compliance with internal process.</li> <li>❖ Provide support and responses to inquiries related to the interpretations of staff rules and operational policies.</li> <li>❖ Maintain HR files up to date.</li> <li>❖ Monitor the expirations of contracts and salary payments, update the Country Administrator and the Head of Mission accordingly.</li> <li>❖ Ensure that all internal process, regulation, are available for all staff and ensure a proper access to this information with if possible proper translation in country language.</li> <li>❖ Organizing every 6 month a refresher workshop to subbase staff.</li> <li>❖ Ad hoc training of personnel.</li> <li>❖ Performs other duties as requested.</li> <li>❖ When required, translate documents from English into Arabic and vice versa and/or check translations done.</li> <li>❖ When required, support the Country Administrator and Head of Mission in writing contracts and documents.</li> </ul>
Name of employer	COOPI - Cooperazione Internazionale

Dates	December 2021 – March 2023
Occupation or position held	Senior Customer Service Officer
Main activities and responsibilities	<ul style="list-style-type: none"> <li>❖ Interviewing customers to obtain personal financial information and explain available services.</li> <li>❖ Answering customer questions and investigating account errors.</li> <li>❖ Responsible for organizing delivery of Account opening cards ATM cards Account statements to the customers &amp; maintain a record of such jobs.</li> <li>❖ Provide marketing support; perform limited business prospecting activities including client/prospect communication and seminar activities.</li> <li>❖ Remain current on Products Services and the Firm's System Applications.</li> <li>❖ Any other task or activity which is assigned by the line manager.</li> </ul>
Name of employer	Syria International Islamic Bank (SIIB)

Dates	April 2015 – November 2021
Occupation or position held	Customer Service and Commercial Relationship Officer
Main activities and responsibilities	<ul style="list-style-type: none"> <li>❖ Initiate and develop relationships with clients for business growth.</li> <li>❖ Stay abreast of recent industry trends.</li> <li>❖ Develop and maintain detailed business plans for client projects.</li> <li>❖ Work with management in developing timely solutions.</li> <li>❖ Conduct business reviews with clients on periodic basis.</li> <li>❖ Ensure full awareness of all products provided and is constantly updated on all changes and amendments on product features, procedures, and processes.</li> <li>❖ Identify customer needs and refer customers to appropriate banking services and specialists accept money or cheques deposited by customers, verify records and receipts, and credit customers' accounts.</li> <li>❖ Ensure that Bank policies and guidelines are consistently &amp; strictly followed.</li> </ul>
Name of employer	Ahli Trust Bank ATB – Previous (Bank Audi Syria s.a.)
Dates	January of 2014 –March of 2015
Occupation or position held	Staff Accountant
Main activities and responsibilities	<ul style="list-style-type: none"> <li>❖ Liaison with community leaders and community focal points.</li> <li>❖ Working with the Program Manager and Programs Adviser.</li> <li>❖ Training of partner staff and community volunteers.</li> <li>❖ Establishment and supervision of community support groups.</li> <li>❖ Evaluating and adjusting on-going community activities.</li> </ul>
Name of employer	IOCC, The Department of Ecumenical Relations and Development GOPA-DERD
Dates	May of 2012 – December of 2013
Occupation or position held	Human Resources
Main activities and responsibilities	<ul style="list-style-type: none"> <li>❖ Managing the preparation, filling and documentation the non-staff contracts and checking the forms.</li> <li>❖ Checking the e-requests submitted and raising the changes required improving the e-system and preparing statistical reports.</li> <li>❖ Processing requests from staff in a timely manner and with accuracy.</li> <li>❖ Other duties: help on Staff contracts and Separation letters, Certificates, Government Clearance, Loan/Saving Withdrawal, Notifying Finance Department on the Turnover of staff.</li> </ul>
Name of employer	ICARDA, International Center for Agricultural Research in the Dry Areas
Dates	March of 2008 - April of 2012
Occupation or position held	Administrative Assistant Officer (Media, Broadcaster and Accounting)
Main activities and responsibilities	<ul style="list-style-type: none"> <li>❖ Creates and revises systems and procedures by analysing operating practices, recordkeeping systems, forms control, office layout, and budgetary and personnel requirements, implementing changes.</li> <li>❖ Managed the billboard agreements for out of home inventory and created and sent traffic instructions for the out of home broadcast, print and online orders. Supporting the routine management of agencies.</li> </ul>
Name of employer	Shahba Company for Advertisements & Media Campaigns.

Dates December of 2006 – February of 2008

Occupation or position held Service Point Representative / Customer Service Department

Main activities and responsibilities

- ❖ Register all customers' Bills and prepare the case to the inventory.
- ❖ Follow-up the client's problem till it is solved.
- ❖ Answer the phone calls of the customers and respond to their inquiries courteous professionally.
- ❖ Register Clients' complaints and forward them to the concerned entity.
- ❖ Suggest solutions for customers' problem, maintain accurate daily statistics.

Name of employer Syriatel Mobile Telecommunications.

**Education**

Dates 2007 – 2011

Principal subjects Faculty of Economics / Accounting, Administration and Computer Science.

Name and type of organisation University of Aleppo

Level in national or international classification Bachelor's degree.

Dates 2004 – 2006

Title of qualification Institute ST. Basil and Rue Monsieur – Paris, France

Level in national or international classification Diploma of Tourism Knowledge and Languages.

**Language skills**

Self-assessment level (\*)

Armenian

English

French

Understanding				Speaking				Writing	
Listening		Reading		Spoken interaction		Spoken production			
A	Proficient user	A	Proficient user	A	Proficient user	A	Proficient user	A	Proficient user
B	Proficient user	B	Proficient user	B	Proficient user	B	Proficient user	B	Proficient user
C	Basic User	C	Basic User	C	Basic User	C	Basic User	C	Basic User

**Driving licence(s)**

Available / Private Class B.

**Computer skills**

- ❖ ICDL Certificate for Microsoft offices [MS] from UNICCO.
- ❖ Filling and use all computer Programs/Devices. (Scanner, Printer, Photoshop).
- ❖ Deal perfect with Internet Websites.
- ❖ Ameen / Bazar Accounting Programs from CPC Center.
- ❖ Excel Advanced Certificate with New Horizon Institute.

**Personal skills  
And  
Training**

**Skills:**

- ❖ Ability to adapt the change in company culture and solve problems flexibility.
- ❖ Ability to learn from failure and Hard-working.
- ❖ Ability to work under pressure and group work spirit.
- ❖ Good knowledge about sites archaeology and touristy in Aleppo and Syria.
- ❖ Prepared a book about touristy places, hotels in Aleppo and internet sites.
- ❖ Good communication skills and love teamwork.

**Volunteer at:**

- ❖ JCI Syria Foundation – Aleppo.
- ❖ Supervisor at Christian Education Association | from 2011 till Present

**Professional Courses:**

Effective Listening with LinkedIn	The Recruitment Process with KAYA
Time Management with LinkedIn	Teamwork Foundations with LinkedIn
Critical Thinking for Better Judgment and Decision-Making with LinkedIn	Certified Risk Management Professional (CRMP) with KAYA
Interpersonal skills	Advanced Communication Skills
Anger Management	Public Relations
Body Language	Small and Medium Projects
Writing Reports	PMP from New Horizon Institute
Dealing with youth	Certified Islamic Banking (CIB)
HR Foundation	Safeguarding in Oxfam
Gender Justice	Managing individuals with UNHCR
Presentation Skills	Coaching with Kaya Platform
Risk Management	The Recruitment Process
Strategic Thinking	Agile Project Manage – The Scrum Method
Managing Recruitment	MEAL DPro: Development Professionals
Stress Awareness	Solving Problems by Making Effective Decisions
Managing Others Effectively	Using Teamwork to Boost Performance
Becoming an Effective Leader	Influencing, Assertiveness and Negotiation
Managing Difficult Conversations in Performance Management	Humanitarian Operations Programme (HOP) Fundamentals
Managing Individuals: Duty of care, Managing Performance, Active Listening with UNHCR	Influencing, Assertiveness and Negotiation with Learning Pool and KAYA
Coaching Healthy Behaviours Certification with Learning Pool and KAYA	Conflict Resolution with Learning Pool and KAYA
How to Manage Feeling Overwhelmed with LinkedIn	Navigating Your Career Through Restructuring, Layoffs, and Furloughs with LinkedIn
Professional Soft Skills Learning Pathway with LinkedIn	Writing in Plain Language with LinkedIn

**Hobbies**

Create Social Media Content, Swimming, Reading Passion, Travelling, Chatting, Listen to Blue & Jazz Music.

With All Respect  
Nicolas F Antaki  
Jul 1st, 2024