

Nilva TIKJIAN

Executive Assistant and Coordinator

Exceptionally organized and detail-oriented. Effective at communication. Able to take initiatives in uncertain situations, and maintain composure in high-stress circumstances. Creative and versatile with solving unprecedented problems. Always reading between the lines with critical thinking, and anticipating what the executive needs beforehand.

Address

Beirut, Lebanon
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Nationalities

Lebanese; Armenian

EXPERIENCE

Byblos Bank SAL, Beirut, Lebanon

Foreign Banking Units Coordinator – Assistant to AGM & DGM.

January 2014 – Present

- Provided complete support and a full range of administrative services to the AGM and DGM.
- Maintained 100% confidentiality with sensitive information, financial data, and records according to bank policy.
- Assisted the foreign subsidiaries of the Bank and act as a mediator between them and Byblos Bank Lebanon.
- Kept a record of issued memos and reports between the bank and the different local and international official bodies.
- Enrolled Byblos Bank Europe clients on the Corporate Internet Banking platform and liaised between them and the bank's support departments to resolve proactively any technical issues, while exercising tact, diplomacy and discretion.
- Followed up and kept track of issued credit application files received from the bank's foreign entities. Analyzed data and prepared end of year report.
- Assisted in the execution of international account openings.
- Developed and implemented different tracking mechanisms for the bank's foreign entities to pursue deadlines, contract renewals, policies, and travel expenses.
- Developed an electronic file management system to maintain files by overhauling the department's existing filing structure, thus shifting to 60% soft archiving. Improved existing administrative forms and procedures.
- Prepared the annual budget of the division's administration.
- Coordinated all domestic and international travel arrangements and hotel accommodations. Reported travel expenses.
- Organized 5+ physical or virtual meetings per month and the logistics, including scheduling, preparing facility, needed materials, technology and documents.
- Oversaw inventory of office supplies, including ordering, requisitions, stocking and shipment receiving; managed the annual supply budget.
- Catalyzed productivity and efficient operations through skillfully interfacing with various departments, uncovering potential bottlenecks, and facilitating improvements that help with smooth operations.
- Conducted research and analysis as needed.

SKILLS

Microsoft Office (Word, Excel, PPT, Outlook)

Oracle

Customer Support

Time Management

Calendar Management

Travel Arrangement

Organization

Detail Oriented

Languages: Fluent in English, Arabic and Armenian.

EDUCATION

American University of Beirut (AUB)

Diploma in Radiation Technology
Sept 2002

Associated with Clinical Training at AUBMC

(Oct 2000 – Sept 2002)

- Carried out other daily administrative tasks such as:
 - Type correspondence, reports, memos and other outgoing letters.
 - Answer telephone calls.
 - Fix appointments and schedule meetings.
 - Arrange reservations for business trips.
 - Collect, screen, and deliver mail to recipient.
 - Manage to transmit messages on time.
 - Sustain a database to track and follow-up the various pending issues of the Foreign Banking Units division.

Vie Plus Insurance Brokers – Beirut, Lebanon

Assistant to GM and Office Administrator

May 2012 – February 2013

- Assisted the GM with administrative tasks and ad-hoc requests.
- Researched and created different logbooks requested by GM.
- Contacted clients to follow up on due policies and their renewal.
- Handled archiving and filing.
- Liaised between clients and insurance companies.

Gresam Company Ltd – Lebanon & Saudi Arabia

March 2007 – April 2012

Quality Responsible for ISO 9001

- Participated in establishing the Quality Management System of the company. Followed up on its implementation through internal and external auditing.
- Assisted in developing department procedures.
- Triggered customer satisfaction surveys, analyzed results and improved upon.
- Promoted awareness of customer requirements throughout the company.

Marketing Officer

- Handled all communications and administrative tasks of the Marketing Department.
- Created, updated and maintained a database of all contractors, consultants, different architectural, engineering and design firms; current and new projects in the Middle East and the Arabian Gulf.
- Managed the development of the company's marketing tools, catalogs and primary website

HR Officer

- Developed an HR procedure in full agreement with the General Manager of the company.
- Discussed personnel needs with the GM and triggered preventive/corrective actions.
- Assured all employee files are up to date.
- Searched for new employees by placing announcements when needed.

TRAININGS

Finance for Non-Financials by
Byblos Bank SAL (Oct 2019)

FATCA (Oct 2014)

Ethics and Fraud (Feb 2014)

Internal Audit Certificate by
Management Mix (2008)

GE Healthcare / Medical Professionals Sal - Offshore

Clinical Solutions Responsible

July 2004 – July 2006

- Developed & drove performance solution & continued education offerings with MP management throughout MEACAT.
- Defined content of product & service offerings adapted to the various geographic zones covered by MP. Tailor offerings & pricing policy to address limitations within different markets & different market sectors.
- Developed tracing mechanisms and reporting tools with GEMS & the VIP channel partners to monitor opportunities, and track leads to orders.

Clinical Application Specialist for GE Healthcare

March 2003 – July 2004

- Conducted on-site clinical application trainings on GE radiology equipment, throughout Middle East, Africa, Eastern Europe, and Arabian Gulf.
- Ensured safe & effective use of the equipment while maximizing functionality & productivity.
- Actively marketed extended offerings of Software, Accessories & Services.
- Supported equipment sales through demonstrating GE radiology systems during international congresses in Turkey, Dubai, Qatar & Vienna.

CERTIFICATES & AWARDS

Certificate in Internal Quality Audit for ISO 9001 from Management Mix (June 2009)

Certificate in “Finance for Non-Financial Managers” from Formatech (Feb 2006)

“Certificate of Competence” from GE Healthcare (2005)

Management Award from Medical Professionals (2005)