**Emad**

[**Emad.149726@2freemail.com**](mailto:Emad.149726@2freemail.com)

**Career Objective**

As a motivated individual seeking an opportunity, that can enhance my personal skills and educational knowledge in a way that can result in mutual benefit for both parties. And to have the opportunity to apply my knowledge, skills, experience and to be a dynamically active element in my organization.

**Educational Background**

***Human Resources Diploma:***

* International Foundation for Training and Development  (2015)

***MPA (Master’s Degree in Public Administration):***

* Arab academy for science technology and maritime transport– Graduate School of Business (2007-2012)
* Graduated with GPA 3.1
* **Comprehensive Income Statement,** Grade “B”

***Helwan University:***

* Faculty of Arts (1999 – 2004)
* Bachelor in Mass Communication, Public Relations & Advertising Major
* Graduated with GPA 3.2
* Graduation project title: **Comprehensive Income Statement,** Grade “A-”

**New Orouba Language School, (**1987-1999)

**Working Experience**

**March 2015 till Present**

**Basmalh Company for government Services**

**Executive Manager**

**Responsibilities:**

* Handling all the issues related to the expatriates such as entry visas, residence and work permits... etc
* Meet and assist the foreign experts, handling their reservations, flight tickets, accommodation and arrange a full program for sightseeing.
* Representing and delegating the company to take approvals from  the governmental offices and sectors such as Immigration Sector, Ministry of Manpower, Ministry of Investment, Egyptian Chambers of Commerce, Notarization office , Egyptian Capital Market Authority... etc

**Apr 2014 till February 2015**

**Vodafone Egypt**

**Retail Advisor**

**Responsibilities:**

Carry out the company's vision and guidelines in maintaining a high level of customer satisfaction in addition to achieving individual’s targets.

**Customer Experience:**

* Greet the customer on counter with warmth, courtesy & personalized greeting
* In low traffic periods, meet the customer at the door (acting as greeter)
* Generating a proper queuing ticket for the customer
* Full customer need assessment by proper probing to identify the customer's needs
* Offering the best fit to the customer through cross sell/up sell when applicable according to the customer's type/segment
* Fulfilling the customer need with speed & simplicity (Can do attitude)
* Handle customers' inquiries & complaints in a positive manner
* Acting as customer's telecom advisor
* Ensure that the customer got all the needed service before leaving the counter
* Provide strong & updated product knowledge & competition's offers awareness
* Supporting in maintaining the store's look & feel standards at all times
* Full awareness & implementation of P & P
* Operation
* Accurately handling cash
* Accurately handling inventory
* Full awareness with all retail applications (Wincash, Siebel, Minsat, Extranet, etc...)
* Interdepartmental communication to speed up the work's completion
* Handling opening & end of day operation
* Provide retail's junior staff with all needed operational support
* Support retail outdoor activities & events when required
* Achieve sales targets
* Achieve revenue targets
* Cross sell/up sell when applicable according to the customer's type/segment
* Achieve customer experience targets

**June 2013 till March 2014**

**Dareen International Company (M.H Alshaya Retail Company)**

**Public Relations Officer**

**Responsibilities:**

* Handling all the issues related to the expatriates such as entry visas, residence and work permits... etc
* Meet and assist the foreign experts, handling their reservations, flight tickets, accommodation.
* Representing and delegating the company to take approvals from the governmental offices and sectors such as Civil Defence, Ministry of business and Trade, Ministry of Municipality and urban planning, Ministry of Interior and Medical commission (Municipality of Doha, Rayyan) to issue Trade Licenses and Commercial Registries.

**March 2012 till February 2013**

**Dolphin Qatar Group**

**Public Relations Officer**

**Responsibilities:**

* Handling all the issues related to the expatriates such as entry visas, residence and work permits... etc
* Meet and assist the foreign experts, handling their reservations, flight tickets, accommodation and arrange a full program for sightseeing.
* Representing and delegating the company to take approvals from the governmental offices and sectors such as Civil Defense, Ministry of business and Trade (Municipality of Doha, Rayyan) to issue Trade Permits and Commercial Registries, Ministry of Municipality and Urban planning, Ministry of Interior.

**January 2011 – Jan 2012**

**Inertia Construction Company- Inertia Holding Group (Cairo- Egypt)**

**Public Relations Manager**

**Responsibilities:**

* Handling all the issues related to the expatriates such as entry visas, residence and work permits... etc
* Dealing with the governmental offices and sectors such as Immigration Sector, Ministry of Manpower, Ministry of Investment, Egyptian Chambers of Commerce, Notarization office, Egyptian Capital Market Authority... etc.
* Representing and delegating the company to take approvals from some governmental offices such as National Authority for Potable Water and Sanitation, Egyptian company of electricity, Ministry of insurance and Social affairs.
* Handling the problems with General Authority of Taxes.
* Supporting Sales department by dealing with a Time share company to sell our Resorts and unites.

Some of the responsibilities reported to Marketing Department:

* Organizing press conference, exhibitions and press tours.
* Preparing publicity brochures, handouts that serve to reach the company's policies to the public.
* Arranging public appearances, lectures, contests, press releases and exhibits for clients, public and media to increase product and service awareness and to promote goodwill.
* Studying the objectives, promotional policies and the needs of organizations to develop public relations strategies that will influence public opinion or promote ideas, products and services
* Improving the relation between the management and the employees.
* Answering all questions and inquiries related to the company's strategies. Besides managing the company's publicity strategies.

**April 2006 till December 2010**

**(MRI) Mansoura for Resins & Chemical Industries (Cairo- Egypt)**

**Public Relations Manager**

**Responsibilities:**

* Handling all the issues related to the expatriates such as entry visas, residence and work permits... etc
* Meet and assist the foreign experts, handling their reservations, flight tickets, accommodation and arrange a full program for sightseeing.
* Representing and delegating the company to take approvals from  the governmental offices and sectors such as Immigration Sector, Ministry of Manpower, Ministry of Investment, Egyptian Chambers of Commerce, Notarization office , Egyptian Capital Market Authority... etc

Some of the responsibilities reported to Marketing Department:

* Supporting my firm with companies’ details to improve our company’s products.
* Preparing publicity brochures, handouts that serve to reach the company's policies to the public.

**December 2005 till April 2006**

**Vodafone Call Center (Cairo - Egypt)**

**Customer Service Representative**

**Responsibilities**:

* Receiving & handling all clients' instructions / inquiries over the phone
* Opening customer accounts by recording account information
* Serving customers by providing products and services information.
* Handling and resolving problems and complains by Apply effective questioning skills and know how to listen and how to talk.
* Provide timely and accurate information to customers.
* Insure proper use of information and security norms defined by the general security policy of the company

**January 2003 till October 2004**

**Network Corporation for Resorts (Cairo- Egypt)**

**Sales Representative**

**Responsibilities:**

* Selling time Share System for 3 Resorts( Mexicana, Gardenia and Grand Sharm resorts)

**Personal Data**

* **Date of Birth:** March 23rd, 1982. .
* **Nationality:** Egyptian.
* **Martial Status:** Single
* **Military status :** Completed

**Extracurricular Activities**

**Summer 2002:** Gold’s Gym - Sales Representative.

**Summer 2001:** *Bardi Publishing House - Public Relations Representative*

**Summer 2000:** Al Ahram Daily Newspaper – Journalist

**Special Skills**

* **Computer Skills**
* Computer software packages e.g. Excel, Access, Word, and Power Point.
* Knowledge and experience of Windows XP
* Fluent typing -  internet surfing
* **Language Skills**
* **Arabic:**  Mother Tongue.
* **English:** Excellent, spoken and written.
* **French:** Fair, spoken and written.

**Activities:**

Reading, playing football, listening to Music, Arts& Social activities

**References Furnished upon request**