**First Name of Application CV No 1621740**

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Summary

An Office Manager/PA with +15 years of experience in Office Management & Operations.

Multi - skilled with a versatile support skills developed through business experiences as “Admin, Technical reports, Budget & forecast, Sales, Real Estate, Tourism & Hospitality, HR, Financial reports and numerous administrative functions”.

Highlights

|  |  |  |
| --- | --- | --- |
| * Office Management * Teambuilding & Supervision * Policies & Procedures Manuals * Customer Service * Ability to multi-task * Budget Management | Flexibility   * IT Skills * Management Skills * Organizational Skills * Contract Negotiation * Handling Complains | Adaptability  Communication Skills  Business Writing  Time Management  Meetings & Event Planning  Accurate & Detailed |

*Professional Experience*

*Suez Cement Group – Italcementi, 2011 – Present*

Executive Assistant to the Technical Director

Operational Duties

* Achieve financial objectives by producing Monthly & Annual Production Reports, to be communicated to Management.
* Handling & Consolidating the “Daily Production of Egypt region” to be sent to the Top Management in Italy HQ.
* Daily follow up Maintenance problems, Quality standards, Quarries licenses, Projects, Sustainable Development, Sales & Procurement)
* Daily coordination with the five plants for production operations/stock/issues/procurement/sales.

Admin Duties

* Provide a confidential, professional and knowledgeable support to the Technical Director.
* Organizing and maintaining TD diaries.
* Meeting and greeting visitors at all levels of seniority.
* To generate presentation creation for internal and external organizations
* Delegating work to relevant staff and manage their work flow and output.
* Handling the travel Arrangements for my Direct Manager & any incoming delegation.
* Compose, prepare and process general and confidential correspondence, including e-mails & presentations.
* Analyze and organize office operations and procedures such as but not limited to, budget, personnel, records management, supplies and equipment.

*Damac Properties, 2010 - 2011*

Personal Assistant to CEO

* Handle all inquiries that come directly to the (CEO) office.
* Working closely with the Chairman Office in Dubai.
* Work independently and with Management Team on special nonrecurring and ongoing projects.
* Create and develop Board meeting presentations for Egypt & Dubai Region.
* Coordinating & planning multiple presentations, disseminating information, and organizing events with Projects & Marketing.
* Record Board Meetings, preparing and distribution of action plans
* Maintain personal and professional calendars.
* Handle travel schedules, visa, flight, and accommodation arrangements as requested.
* Interfacing with high level executives and Public Officials.
* Prepare Board Meeting minutes, corporate correspondence & reports.

*Amer Group Jan 2010 – June 2010*

Assistant to the GM- *(Pre-Opening 6 months project for new Thai Hotel in El Sokhna)*

* Ensures the implementation of hotel policies, standards, and procedures as they apply to the administrative functions.
* Acts as liaison between various departments and General Manager.
* Ensure all daily operational functions General Manager are completed smoothly and efficiently.
* Prepares the relevant materials for all meetings attended by General Manager.
* Manage inventory control for General Manager (i.e. collateral, supplies).
* Tracking & high follow up on the project.

*Tabarak Holding 2008 – 2009*

*Tourism & Communication Manager*

* Co-ordinate and manage the day-to-day work of the Sales team.
* Reporting to the Chairman, by providing strategic and directions for Hotel operation.
* Responsible for the day-to-day management of the hotel and its staff and has commercial accountability for planning, organizing and directing all hotel services.
* Dealing/Evaluating with customer complaints and comments.
* Supervising maintenance, supplies, renovations and furnishings
* Assisting in ensuring compliance with licensing laws, health and safety
* Setting and achieving sales and profit targets

*Intro Group 2006 – 2008*

*Office Manager, Chairman Office*

* Manage daily administrative & financial operations including work priorities.
* Supervise the work of Chairman Office to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
* Provide employees with guidance in handling difficult or complex problems, and in resolving escalated complaints or disputes.
* Record Board Meetings, preparing and distribution of action plans.
* Evaluate employees' job performance and conformance to regulations, and recommend appropriate personnel action.
* Handling the requirements of Management & Governmental Agencies
* Maintain the condition of the office & arrange for necessary repairs

*Grand Circle Worldwide 2004 - 2006*

*Assistant to Operation Manager*

* Support in delivering all operations information & sailing dates
* Liaison with payroll Manager and update crew files. Preparation of salaries for the crew
* Help with revise cruise file and deliver to finance
* Coordinate with Hotel managers with d by d issues
* Prepare records based on hygiene Cristal reports to Ships Operation Manager
* Support in food cost control. Analyze Quality ship’s evaluations

*Alkan Consult 2002 - 2004*

*Senior Executive Secretary – MD Office*

* Assists in the preparation of Projects Approval Documents (PADs) and Research Support Projects (RSPs) and all related notes, Data sheets, schedule of reports and payments, allocation of fund letters, etc…
* Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.
* Preparing for presentation and board meeting. Taking minutes & Action plans.

*Nile Hilton Hotel 2000 – 2001*

*Assistant to FO Manager*

* Leading and managing all sections of the Front Office Department in order to ensure the highest standards.
* Manage staffing schedules, shift changes, payrolls.
* Follow up VIP guest issues and enquiries to ensure guest satisfaction.
* Assist in preparing yearly operating budgets.
* Monitor and control expenses within the allotted budget. Maintaining Records and Files.

education

*The American University in Cairo 2001*

Professional Diploma in UN & Legal Translation

Political, economic, subtitling, newspapers, medical & legal

BA of Translation in 2000

Grade Good

Portsaid Language School, Cairo 1996

**OTHERS**

IT Proficiency Fidelio, MS Office (Word, Excel, PowerPoint), Lotus Notes, Outlook

Languages Arabic: Mother Tongue / English: Fluent / Spanish & French: Fair

Interests include Chess, Energy Psychology techniques & Traveling