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**OBJECTIVE:**

I am looking forward to associate myself with organizations where there is opportunity to share

contribute and upgrade my knowledge for the development to self and origination served. I have

taken up assignment in my career with a quest to manage higher responsibility and am looking

forward to building to long team challenging career, with responsibility scope, which fully utilize

my talent, capabilities and experience.

**EMPLOYMENT HISTORY:**

To utilize my excellent customer service and sales skills in a fun and energetic environment.

Acquire practical experience from various job experiences so that I can do something well and

figure out what I prefer from all of those experiences. I hope to have a smooth and successful

career of my own style.

|  |  |
| --- | --- |
| **Modern Manpower Supply, Oman** |  |
| Position: Customer Service, secretary and cashier  Period: March 2011 to Sep, 2015  **Oman**   * ***Duties & Responsibilities*** * Manage all the correspondence that takes places within the office and also the mails that come in from outside * Dispatch all the reports to all the relevant people on time * Make agendas for the meeting and give it to all the people who are attending it * Before the meeting commences, read out the minutes of the previous meeting * check if all the members are present or not * write down the minutes of the meeting and file it * manage the petty cash box of the office * make appointments for the manager to whom they report and they also have to remind them about the commitments * correspond with other companies on behalf of the management * Teach the new employees about the specific protocols and work culture regarding the office * Teach technical things like the use of office intranet and filing systems . * Receive payment by cash, check, credit cards, vouchers, or automatic debits. Issue receipts, refunds, credits, or change due to customers. * Count money in cash drawers at the beginning of shifts to ensure that amounts  are correct and that there is adequate change. * Greet customers entering establishments. * Maintain clean and orderly checkout areas. * Establish or identify prices of services or admission, and tabulate bills using calculators, cash registers, or optical price scanners. |  |

* **Trading and Industry.**

Position: Secretary and Cashier

Period : April 2008 to June, 2010

Ethiopia

* ***Duties & Responsibilities:***
* Receiving and registering of all incoming mails.
* Collect payments through cash or check and ensure the reliability of purchasing.
* Explain policies, payment modes and services to the customers.
* Receiving and distributing phone calls.
* Handles customer’s problems and complaints.
* Handling bank transfers to customer’s accounts
* Writing all company's checks and reconciliation of payments.
* **Computer Engineering**

Position: Secretary and Casher

Period : Sep 2004 to Mar 2008

Ethiopia

* ***Duties & Responsibilities:***
* Receiving and Registering of all incoming mails
* Entering purchases into cash register then calculating the total purchase price.
* Providing customers a personalized, friendly and efficient cashiering service.
* Banking a large volume of checks and cash daily.
* Sorting, counting, and wrapping currency and coins.
* Any other duties assigned by supervisors.

**EDUCATIONAL QUALIFICATION:**

* **Degree – Management.**

ADMAS University College

Addis Abeba, Ethiopia

Year : 2007 – 2010

* **Diploma - Secretarial Science And Office Management**

Saint Mary's College

Addis Abeba, Ethiopia.

Year: Sep 2002 to Jul 2004

* **Senior Secondary School Certificate (S.S.C.E)**

Misrak Comprehensiv High School

Addis Abeba, Ethiopia

Sep 1999 to Jun 2002

**QUALIFICATION & SKILLS:**

* Results –oriented sales professional with exposure to business development, marketing,
* strategic planning, client relationship management, and customer service.
* Ability to leverage skills and capabilities to participate in pharmaceutical sales activities.
* Proven success leading business development efforts, expanding customer base, and
* increasing revenue potential with in organizations.
* Skilled in improving customer retention levels within highly competitive markets.
* Exceptional leadership abilities concerning team initiatives.

**PROFESSIONAL SKILLS & EXPERTISE:**

* Effective Communication & Leadership skills
* Strong interpersonal skills working effectively with colleagues in a short time evidenced
* by the leading role taken in planning and coordination of assigned task
* Strong leadership skills which makes me an excellent project leader
* Being able to identify problems and organize brainstorming sessions in order to manage
* risks that may arise in developmental projects.

**PERSONAL TRAINING & CERTIFICATES:**

* **DIPLOMA – PC USER**

HIBBIR Training Center

Addis Abeba, Ethiopia

Year : June 2002

Gender : Female

Date of Birth : 12th Feb, 1984

Nationality : Ethiopian

Civil Status : Single

Visa Status : Visit Visa

Languages Known : English, Arabic (Fluent)

**HOBBIES**

Reading, Socializing, Swimming

**First Name of Application CV No:** 1658304

Whatsapp Mobile: +971504753686

