**MS. NORHAN**

**NORHAN.278566@2freemail.com**

Secretary/Document controller/ Customer service/ Receptionist

**Professional history**

 More than 10 years experience specialized knowledge in secretary, customer service, accounts and administrative works. dedicated to high levels of customer satisfaction and meeting aggressive business goals, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Skills**

* Professional in Ms word/Excel and internet surfing
* Professional in phone etiquette
* Articulate and well-spoken
* Excellent communication skills in English and basic Arabic
* Customer service-oriented
* Professional in secretarial and administrative work

**Career summary:**

**Secretary/Admin assistant**

Arab Hospitality and Cleaning company

Muither area- Doha Qatar

November 1, 2015 to January 10, 2016

**Duties and responsibility**

* Negotiating pricing and fees , while ensuring the continuation and enhancements of services
* taking orders and sending staff to their respective work places
* Supervising the staff daily routine assignment
* Assisting in all company accounts that includes sending invoices to the vendors and preparing payroll of the company staff

**SECRETARY & ACCOUNTS ASSISTANT**

**ALAFDHAL TRANSPORT CO.**

Gharafa Market complex

Doha –Qatar

**December 23,2003 to February 2015**

**Duties and Responsibilities** :

* Negotiated contract and preparing quotation with vendors
* Assisting the accounts such as Monthly and annual expense reports that includes preparing payroll/ benefits and issuing bills and receipt for our clients.
* Served as focal points in all booking transportation locally and internationally .
* Receiving and checking the daily trip sheet of the drivers and making a reports.
* Attending business meeting when the Manager is not available
* Making sure that any complaints or concerns from customers has been resolved immediately
* Composed, replied , sorted incoming emails and other correspondences and reports.
* Set up file, accounts for new customer and handled the office filing systems.
* Collected and coordinated the flow of internal and external information.
* Established the administrative work procedures for tracking staff’s daily and weekly task.

**Part time Job/ volunteer**

**Doha Asian Games 2006 Qatar International College Fair**

**Nov. 18- Dec. 16, 2006 Oct. 19- 21,2015,**

**ACCREITATION ASSISTANT/ Volunteer Volunteers focal point**

Venue Accreditation Help Office QNCC- Qatar foundation

Athlete Village, Doha Qatar

**PRIVATE SECRETARY/ CUM TECHNICAL CONSULTANT**

OFFICE OF COMMISSIONER FOR MINDANAO

Office of the President**, National Youth Commission**

Malacanang, Manila, Philippines

**July 2000 to June 2002**

**Duties and responsibilities;**

* Responsible for providing assistance in ensuring the implementation of programs, project & activities of Commissioner for Mindanao.
* Responsible for safekeeping of incoming and outgoing communication and files needed by the commissioner and other staff in the office.
* In charge of financial assistance for Muslim youth in Mindanao and metro area.
* Responsible for travel bookings for the commissioner for Mindanao
* Attending telephone calls
* In charge in the information dissemination of the programs and sending invitation to the youth leaders.
* Responsible in coordinating the venues of the events and programs under the office of Commissioner for Mindanao.
* Responsible in booking the hotel accommodation of the participant and guest under the program of office of Commissioner.
* Data encoder

**Education :**

**Bachelor of Science in Foreign Service**

Major in Diplomacy

Manuel Luis Quezon University

Manila , Philippines

Year Graduated :April 2000

Rabi ih’dadi- ( 4rth year high school)Arabic School

Ma’ahad Manila AL islamie

Year graduated- 2000

Manila, Philippines.

**Certificate:**

**OFW-Computer Training course** **Arabic Conversational Course**

Ms word/Ms excel Qatar Guest Center – Doha Qatar

POLO /OWWA November 21 ,2015 to Feb. 21,2006

Philippine Embassy- Doha

August 15 to December 12,2004

**Additional Information**

Status : single

Visa status : Family visit- w/ NOC from previous employer

Sex : Female

Nationality : Filipino

I hereby certify that the above mentioned information is true and correct to the best of my knowledge.