**Amna**

**Amna.285992@2freemail.com**

Business Administration

**PERSONAL DETAILS**

Date of birth: 7 April 1987

Nationality: Netherlands

**PERSONAL SUMMERY**

A team player, with strong administrative skills, who possesses a long track record of working in various administrative roles, coupled with good PC skills. As a person I'm flexible, accurate and organization and I am always open to new challenges. Furthermore, I am independent and have good customer-oriented. Right now I am looking for a key support role where I will have responsibility for the administrative processes within the Office.

**WORK EXPERIENCE**

**Government Social Insurance Bank - the Netherlands**

Employee support and control 12-2015 –04-2016

Duties:

* Monitoring and evaluation of grant decisions
* Ensuring payments to health care providers
* Managing digital mailroom
* Manage customerr data

**Tax authorities - the Netherlands**

Employee charged 2014

Duties

* Review and payment of fees
* Work with automated systems to look up customer data
* Working with customers and colleague to resolve inquiries and issues

**Broker office State - the Netherlands**

Employee financial, management

and administration 04-2013 – 06-2014

Duties:

* Various activities in the field of finance, administrative and management
* maintaining accounting documents and records
* Tasks with carrying out a variety of bookkeeping activities for a portfolio of clients.
* preparing bank deposits, general ledger postings and statements.
* Collating payroll information on a monthly basis.
* Posting supplier innvoices to the accounts system.
* Handling all type of incoming and outgoing documents including courier, fax mailing, E-mail etc.
* Answer inbound calls as well as customers assist who have inquiries or complain.

**KEY SKILLS AND COMPETENCIES**

* Effective relationships with other key staff members.
* Experience of bookkeeping for both private and public sector organizations.
* Proficient with Microsoft Office software such as Excel, Word and Access.
* Experience of working to deadlines and familiar in working within a busy, fast paced office environment.

**PROFESSIONAL**

Fluent in Dutch

Fluent in Arabic

**ACADEMIC QUALIFICATIONS**

*Bachelor degree, The Hague University* 2009 - 2014

Business Administration, Management, Economics and Law

*Administrator ROC College*  2006 - 2009

Secondary Vocational Education

Diploma level 4

*Business Administrative Assistant, 2005 - 2006*

*ROC College*

Secondary Vocational Education

Diploma level 2

*Administrative Assistant* 2004 - 2005

Secondary Vocational Education

Diploma level 1