CURRICULUM VITAE

**Personal information**

***First Name:*** *SOUMAYA*

***Birth Date****: 18/12/1985*

***Nationality:*** *Tunisian* ***Marital status:*** *Married*

***E-mail*** ***soumaya.322165@2freemail.com***

**Education**

***2010: LICENCE FONDAMENTALE COMPUTING MANAGEMENT***

*(Ecole supérieur de commerce Tunisie(ESC))*

**Work experience**

**1- Accounting (1month from 01\08\06 till 31\08\06 in (UBCI) in Tunisia as an assistant accountant.**

**2 \_ ACCOUNTING (3 months from 01/06/07TO 31/08/07 in (EGMS) in Tunisia as an assistant accountant (training)).**

- The recovery of unpaid.

- The processing of customer and supplier invoices.

- Development of official documents.

- Analysis and decision support.

- Processing of payroll.

**3\_Customer Service Manager (2 years from 01/01/2008 TO 31/01/2010 in (EGMS) in**

**Tunisia)**

- Receiving complains and trying to solve it.

- Follow up with the suppliers.

- Trying to satisfy the costumers.

- Contacting the costumers and inform them about the investigation results.

- Check to ensure that appropriate changes were made to resolve costumers ’problems.

**4\_LOGICIEL MANIPULATION AND CREAT INTERFACE AND IDEAS FOR NEW PROJECTS (3 months from 01/02/2010 TO 30/04/2010 in 3S “STANDARD SHARING SOFTWARARE” in the department of the web service in Tunisia (training)).**

-project for finishing study.

**5\_ secretary in lavajet company Al Ain from 20/03/2011 till 14\03\2013:**

- Transferring phone calls.

- Distributing memos & letters.

- Entering data on Laserfich (logical).

- Scanning, printing, copying & faxing.

- Filing documents.

- Translating English letter to Arabic.

- Preparing letters.

**6- Executive secretary in Al Ain International Center in Al Ain from19\02\2014 until**

**31/01/2015:**

- Read and analyze incoming memos, submissions, and reports in order to determine

 their significance and plan their distribution.

- Open, sort, and distribute incoming correspondence, including faxes and email.

- File and retrieve corporate documents, records, and reports.

- Greet visitors and determine whether they should be given access to specific

 individuals.

- Prepare responses to correspondence containing routine inquiries.

- Perform general office duties such as ordering supplies, maintaining, and

 performing basic bookkeeping work.

**7- Receptionist in Cocoon Health & Beauty Center in Al Ain from11/05/2016 till**

**06\07\2016:**

- Transferring phone calls.

- Distributing memos & letters.

- Scanning, printing, copying & faxing.

- Filing documents.

- Translating English letter to Arabic.

- Preparing letters.

**8- Receptionist/Secretary in Bright Smile Medical Center in Al Ain from 28/07/2016 till**

**07\09\2016:**

- Transferring phone calls.

- Distributing memos & letters.

- Scanning, printing, copying & faxing.

- Filing documents.

- Translating English letter to Arabic.

- Preparing letters.

**9- GM' Secretary in Al Ain Co-operative Society in Al Ain from 04/12/2016 till**

**Date:**

- Read and analyze incoming memos, submissions, and reports in order to determine

 their significance and plan their distribution.

- Open, sort, and distribute incoming correspondence, including faxes and email.

- File and retrieve corporate documents, records, and reports.

- Greet visitors and determine whether they should be given access to specific

 individuals.

- Prepare responses to correspondence containing routine inquiries.

- Perform general office duties such as ordering supplies, maintaining, and

 performing basic bookkeeping work.

**Personal skill**

Excellent negotiation skills.

Interacted & deal with people from various cultures. Ability to work under stress & meet deadlines. Demonstrated ability to organize & plan work schedule. Driving license UAE

**Computer Skills**

Word, Excel, Power Point, Internet Windows XP/Vista, MS-DOS, Visual Basic, Java, C++, C, PHP, SQL, Assembler

UML, MERISE, HTML, *Dreamweaver.*

**Languages**

|  |  |  |
| --- | --- | --- |
|  | **Writing** | **Speaking** |
|  | **Good** | **Medium** | **Low** | **Good** | **Medium** | **Low** |
| **Arabic** | **x** |  |  | **x** |  |  |
| **French** | **x** |  |  | **x** |  |  |
| **English** | **x** |  |  | **x** |  |  |
| **Italian** |  |  | **x** |  |  | **x** |

**Supplementary Information:**

***Leisure and interests:*** *- Reading.*

*- Listening to different kind of music.*

*-Traveling.*

*- Meeting new peoples and discovering new cultures.*