**SUMMARY**

Highly self-motivated and results-driven trilingual Office Manager with broad experience,

 time and project management skills, leadership & people management skills,

 business planning and organizational acumen, committed to pursuing a long-term career

 in a reputable organization where my interpersonal skills will shine and make a valuable

 contribution to the organization.

 **KEY STRENGTHS**

* Able to follow through on various projects from inception to completion
* Able to effectively communicate with people from diverse backgrounds
* Able to provide high-levelexecutive and project support to Senior Executives
* Proficient at analyzing and problem solving using initiative and persistence
* Proficient at maintaining integrity and loyalty
* Experienced in building a motivated team

**SKILLS**

|  |  |
| --- | --- |
| Communication and organizational skills  | Balancing key tasks and work prioritization |
| Reliability and Adaptability | Problem-Solving Skills |
| Diary and time management | Multi-tasking and working under pressure |
| Ad-hoc projects handling | E-mail and calendar management |
| Confidential information handling | Correspondence writing and distribution |
| Travel and meetings coordination | Company expenses management |

 **ACHIEVEMENTS**

* Planned and supervised the seamless office relocation project including liaison and

coordination with suppliers and fit-out contractors.

* Built the Office Management department and developed its strategic business plan to align with the company strategic plan.
* Mentored and lead the Office Management team to ensure that the office is functional, well maintained and stocked at all times to enable seamless operations that have supported the company’s achievement of its goals and objectives.
* Developed and implemented well-defined policies and procedures that have

created structure and enforced uniform standards throughout the company.

* Negotiated contracts and agreements with suppliers that trimmed costs by 10%.

**WORK EXPERIENCE**

 **Al Manara International Jewellery,** Abu Dhabi, UAE  **February 2013 – Present**

 ***Office Manager***

**Office Management**

* Created the business plan for the Office Management department that included the department’s key projects and initiatives that supported the organization’s goals and objectives.
* Prepared the budget for the Office Management department and ensured the costs are controlled and managed efficiently to meet the set budget or cut costs.

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**CURRICULUM VITAE - Sherine**

**E-MAIL**

**Sherine**.333456@2freemail.com

**LANGUAGES**

Arabic: Native Language

English: Excellent

French: Excellent

**UAE EXPERIENCE**

From 2008 until present

**NATIONALITY**

Egyptian

**VISA STATUS**

Employment Visa

**DATE OF BIRTH**

December 16, 1964

**JOB-SPECIFIC SKILLS:**

Leadership & Management

Project Management

Communication Skills

Analytical Thinking Skills

* Ensured that the office and its facilities are functional at all times in a professional manner by adhering to the standards and guidelines.
* Developed and implemented policies and procedures for the corporate office to enable smooth and seamless business operations.
* Managed the procurement process for the office and ensured that all supplies required for the office are available at all times while providing the highest quality of supplies at the lowest available prices.
* Ensured that protocols are observed, hospitality is extended, and all visitors are made to feel welcome.
* Managed the Executive office and ensured that the meetings, visits and events are on schedule.
* Followed up with relevant divisions and departments to ensure satisfactory action is always taken.
* Oversaw the general maintenance and upkeep of the office and ensured all support services for the effective functioning of the office are available at all times; which included customer services, logistics services, facility maintenance, systems maintenance, stationery supplies, courier services, fit-out works, etc.

 **Team Management**

* Reviewed and managed the performance of the Office Management team.
* Ensured that the Office Management team is at all times professionally groomed while being courteous and performed the tasks in an efficient manner.
* Ensured that the Office Management team is well trained to carry out their duties effectively.

**General**

* Ensured that the confidentiality and sensitivity of information and data are fully protected and respected by all the team in the Executive Office by applying a full team compliance with the confidentiality rules and procedures and implementing appropriate levels of security and control.
* Suggested and recommended new initiatives, ideas, and actions to the General Manager that enhanced and improved the efficiency and effectiveness of the office after conducting a very careful cost-benefit analysis for these recommendations.
* Followed all relevant departmental policies, processes, standard operating procedures and instructions so that work is carried out in a controlled and consistent manner.
* Submitted qualitative and quantitative reports as per the directives of the management in a timely manner.
* Worked on and followed through on various projects and tasks assigned by the General

 Manager.

 **Administration**

* Represented the General Manager as principle contact for and liaison with internal and external stakeholders.
* Managed the General Manager priorities and maintained his diary and reminder list.
* Followed up on the implementation of instructions issued by the General Manager with the respective Divisions and Departments.
* Scheduled quarterly business review meetings and recorded actions per department.
* Made executive business travel bookings
* Drafted and finalized responses to all forms of communication to ensure that all matters are dealt with efficiently and appropriately.
* Held all work‐related information in the strictest confidentiality. (communications, either direct or indirect; strategic information and employee specific personnel action and information)
* Met professional obligations through efficient work habits such as: meeting deadlines, honoring schedules, coordinating resources and meeting in an effective and timely manner, and demonstrated respect for others.

 **Data Analysis and Document Management**

* Provided supervision and general project management to ensure appropriate follow through actions.
* Developed presentations and documents for various reports.
* Organized and maintained records, and other essential documents; archive out of date information according to records management compliance and best practices.

**ADVETI,** Abu Dhabi, UAE  **October 2010 – January 2013**

**Executive Assistant to Managing Director**

* Provided comprehensive executive and administrative support to the Managing Director to ensure the functions, operations and priorities are effectively performed.
* Maintained, coordinated and updated electronic and paper diaries on behalf of the

Managing Director to prioritize and schedule all engagements.

* Sorted, collated and prioritized incoming mail including personal and confidential matters for efficient dissemination.
* Drafted correspondence and translated documents from Arabic to English and vice versa.
* Assisted in the organization of events, visits and receptions.
* Organized and coordinated local, interstate and overseas travel accommodation for the Managing Director.

**National Catering Company,** Abu Dhabi, UAE **August 2008 – September 2010**

**Office Manager – CEO Office**

* Organized CEO& GM agendas, requiring interaction with both internal and external executives and assistants.
* Deputed for the manager, made decisions and delegated work to others during the absence of managers.
* Prioritized and managed multiple projects simultaneously, and followed through on issues in a timely manner.
* Assisted in the organization of the events.
* Followed up contracts renewal procedures.
* Attended to clients’ complaints by email and in person.
* Coordinated travel arrangements for CEO & GM.
* Controlled the Office budget.
* Supervised Office maintenance and repair work.

**Riyada Language School,** Alexandria, Egypt **September 1994 – August 2008**

**Office Manager and Executive Assistant to Principal**

* Managed heavy calendar of Principal and organized meetings with Heads of Departments.
* Coordinated with all departments and followed up on issues professionally and efficiently.
* Handled correspondence on both internal and external levels.
* Managed major projects and liaised with members of the Senior Management Team. (Smart Schools Project sponsored by US Aids.)
* Attended to complex queries and complaints by email and in person with diplomacy to maintain the presentable image of the school.
* Liaised between parents and teachers.
* Assisted in the organization of events.
* Organized, operated and maintained a comprehensive filing system for Management.
* Issued letters of recommendation, employment letters and certificates.

 **EDUCATION**

* **Faculty of Arts - French Department - Alexandria University, Egypt**

Diploma in Translation - October 1986 –May 1988

* **BA - French Literature - Faculty of Arts – French Department, Alexandria University, Egypt -** October 1982 – May 1986
* **Baccalauréat - - Sainte Jeanne Antide, Shatby – Alexandria, Egypt.**

October 1968 – June 1982

**TRAINING COURSES**

* Leadership Development Program - October 2016
* Project Management – September 2015
* Time Management Skills – April 2014
* Diamond Knowledge – October 2015
* Diploma in Sales Management and Marketing - Cambridge International College - December 2009 – December 2010
* International Computer Driving License (ICDL) - Alexandria Higher Institute of Engineering and Technology, Alexandria, Egypt - 2005/2006
* Executive Assistant Workshop - AMIDEAST - Alexandria, Egypt - September 2004
* Administrative/Secretarial Skills Workshops - March- April, 1998 - Modern Educational Services, Alexandria, Egypt.