**Dena**

**Dena.334581@2freemail.com**

Dear Sir/Mam

**Human resources Manager**

Executive Consultancy

 Am writing to express my strong interest in working at your company as an administrative assistant. I am a highly capable and experienced administrative professional. In addition to my administrative skills, I offer significant abilities and experience in organizing, prioritizing, confidentiality of documents, and detailed preparation of reports and projects. My ability to get along well with others, to make necessary adjustments to meet deadlines, and effectively coordinate in fast-paced environments have all contributed to my growth in this field and my employers placing a significant degree of trust in me.

I have successfully completed my higher institute of Social Service Tanta University Egypt

. After graduation, I embarked on a new journey where I had the privilege to work at different companies where I absorbed a great deal of knowledge and gained huge insight into the field of administration. My experience allowed me to work side by side with the senior administrators on matters regarding finance, processes of care, customer satisfaction, corporate compliance and human resources. I am currently looking to relocate to Dubai; I have a good understanding of principles and practices of association, planning, records management and wide-ranging administration. My ability to converse efficiently, as well as my writing and analytical skills were all greatly enhanced. I believe my background and skills closely match your job requirements and I am confident I can make a positive contribution to your organization.

Thank you for taking the time to review my attached resume. Should you have any questions, please contact me at your earliest convenience. I look forward to hearing from you.

Yours Sincerely,

Objectives

Education

**Tanta University 2000-2004**

The higher institute of social service

Course work included:

**Secondary School for Girls 1997– 2000**

High School (Thanaweya Amma) – General science Section.

Languages

Arabic: - Mother tongue.

English: -Good command of spoken & written

Computer skills

Microsoft Office (Outlook, Word , Excel , Power Pointi )

All windows applications.

All internet applications.

Interpersonal Skills

Excellent Communication skills

Ability to work efficiently long hours under pressure.

Considerate of client needs and satisfaction

Ability to work independently as well as team member.

Easily adaptable to people and system.

Very fast in learning and understanding the new technologies in the computer fields

Personal data

**Nationality: -** Egyptian.

**Date of Birth: -** 3-Sep-1983.

**Gender: -** Female.

**Marital Status: -** Single

I expect to associate myself with a professionally driven, well-respected organization by pursuing a challenging, responsible, dynamic and rewarding career and applying my academic knowledge, expertise, skills and enthusiasm; which will assist my career development and contribute effectively to the progress of the organization and the society as well

*

Experiences

**Administration Manager From 2014 Till now**

### [Resala Charity Organization](https://www.google.ae/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&cad=rja&uact=8&ved=0ahUKEwi52MSSwejJAhUG9g4KHSNaCV8QFggiMAE&url=https%3A%2F%2Far-ar.facebook.com%2FResala.org&usg=AFQjCNHJhl7c5GpYw-lOtpv_yDjtSK3Zkg&bvm=bv.110151844,d.ZWU)

* Direct and control the work andresources of the in the organization,
* Provide strategic advice and guidance to the chairman and the members of the Board, to keep them aware of the main developments
* Develop and maintain research and development programmes to ensure that the organization remains at the forefront of its sector, applies the most cost-effective methods and approaches, and provides the required range and quality of services.
* Develop and maintain research and development programmes to ensure that the organization remains at the forefront of its sector.

**PA For The Company CEO**

**Arab Trader Company 2012 Till 2013**

* devising and maintaining office systems, including data management and filing;
* organising and maintaining diaries and making appointments;
* dealing with incoming email, faxes and post, often corresponding on behalf of the manager;
* carrying out background research and presenting findings;
* organising and attending meetings and ensuring the manager is well prepared for meetings;
* liaising with clients, suppliers and other staff.

Courses

1. Communicating in Business
2. Business and technical Writing in English
3. Call Center Agent Track
4. American Accent

**Course work included for 3:**

* Customer Care and Call Handling Skills for Call Center Agents.
* Dealing With Difficult Customers and Situations Skills for Call Center Agents.
* Value Selling Skills for Inbound Call Center Agents.
* Value selling Skills for Outbound Call Center Agents.
* Handling Stress and change for Call Center Agents.

|  |
| --- |
| **Administrative Secretary El Kamony Automotive Company 2006 Till 2009*** Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
* Arrange conferences, meetings, and travel reservations for office personnel.
* Complete forms in accordance with company procedures.
* Compose, type, and distribute meeting notes, routine correspondence, and reports.
* Greet visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs.
* Mail newsletters, promotional material, and other information.
* Maintain scheduling and event calendars.
* Open, read, route, and distribute incoming mail and other material, and prepare answers to routine letters.
* Schedule and confirm appointments for clients, customers, or supervisors.
* Set up and maintain paper and electronic filing systems .

**Computer Teacher For Government School** **Mansoura Egypt 2004-2006*** Teaching the principles of computers to students of different ages and at different levels.
* Creates lesson plans that are appropriate for the age and abilities of the students in the class.
* Evaluates student performances in class and on tests and provides feedback.
* Keeps order in the classroom and handles student behavior issues in accordance with school system policies,

Stays up-to-date on changes and advancements in computer* technology taught in the classroom
* Petitions administrators for updated hardware and software for the classroom.
* Teaches remote or online classes to adult students who cannot take part in daytime classes.
 |

Experiences