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|  | ***NISRINE***  [***NISRINE.335798@2freemail.com***](mailto:NISRINE.335798@2freemail.com)  ***Executive Assistant*** |

**PROFESSIONAL STRENGHTS:**

* Provide high level of administrative support by handling information request; perform clerical functions such as preparing correspondences, receiving visitors and arranging conference calls.
* Proven track record in customer service like managing front desk operations, processing sales order and communicating reliable information to customers.
* Managed a diversity of routine functions and projects in a fast-paced organization.
* Excellent communications skills in French & English (written & spoken).
* Proficient in basic operating systems like Microsoft Word, Excel, Power Point & Outlook).
* Highly motivated, hardworking and flexible in any work environment.
* Can work independently or as part of a team.
* Ability to maintain good relationship with customers.
* Excellent verbal communication skills and interpersonal style.
* Excellent organizational skills, including ability to prioritize workload.
* Ability to work under pressure in a fast paced, time sensitive environment.
* Ability to use initiative/judgment to solve job related issues and attention to detail.
* High levels of stress tolerance.
* Self motivated individual.
* Passion for Customer Delight.

#### PROFESSIONAL EXPERIENCE:

## ADVANCE FOUR DIRECTIONS / Abu Dhabi 2012 – 2015

**Executive Assistant**

## Perform general administrative functions and supervise activities relevant to personnel administration, property and supply management, budgetary requirements and procurement

* Responsible for all incoming and outgoing correspondences
* Arrange and co-ordinate meetings and functions
* Manage schedules and itineraries
* Prepare agendas and make arrangements for meetings
* Handle requests for information and data
* Resolve administrative problems and inquiries
* Set up, maintain and improve data management systems
* Monitor absences/time records
* Assist the PRO and Responsible for all travel arrangements including visas, flight booking, travel reservations and airport transfers
* Ensure that the service team is in accordance with the Company's standards

## Ensure that quality of service is provided to client

**ALI NAGOOR INTERNATIONAL FOR PROPERTY INVESTMENT / Dubai 2010 – 2012**

#### Administrative / Personal Assistant

* Devise and maintain office systems, including data management and filing, scanning and storage of important documents, compilation of information and reports.
* Arrange travel, visas and accommodation as directed by the Manager.
* Take some of the manager s responsibilities and work more closely with management.
* Deputize the manager; make decisions and delegate work to others in the managers absence.
* Be involved in decision-making processes.
* Organize and maintain diaries and make appointments.
* Meet and greet visitors at all levels of seniority.
* Screen phone calls, enquiries and requests, and handle them when appropriate.
* Deal with incoming emails, faxes and post, often correspond on behalf of the manager.
* Carry out background research and present findings.
* Produce documents, briefing papers, reports and presentations.
* Organize and attend meetings and ensure the manager is well prepared for meetings; contact potential customers, as directed by the manager.
* Liaise with clients, suppliers and other staff. Manage payroll of support staff at residence and office.
* Carry out specific projects and research.
* Responsible for accounts and budgets; Basic accounting, combine accounts from bank statements, brokerage statements. Keep track of cellphone, Salik, DEWA, Post Dated cheques tracking, etc.

#### DHL EXPRESS WORLDWIDE (HEADOFFICE) – MOROCCO 2006 – 2012

#### Customer Retention Advisor

#### Respond to all requests from customers in respecting the qualitative objectives.

#### Receive and inform clients (making reservations, collection, delivery, request for information, control of supply, sale of products DHL).

#### Be in relationship with other departments for special requests and claims.

#### Maintain good business relations with customers.

1. Proven track record in customer service like managing front desk operations, processing sales order and communicating reliable information to customers.
2. Ensure that a high level of professional rapport is developed and maintained with all customers
3. Follow up on all customer enquiries and direct customer to the correct department where further information is required
4. Maintain proactive work processes to ensure teamwork, shuttle procedures and overall base performance is achieved
5. Follow up with DHL Network information and get in touch with customers accordingly to ensure that customer’s shipments are delivered at the earliest
6. Report, evaluate and investigate recurring operational problems that are highlighted through traces and then direct the information accordingly for corrective actions to be taken
7. Ensure all traces are actioned in accordance with Network Standards so that we comply with service levels given to customers
8. Highlight opportunities and suggest solutions to improve DHL’s procedures, technology and service so that DHL can provide continuously universally high level of service to all customers

**ULTRA SYSTEM – MOROCCO 2002 – 2006**

## Corporate Sales Executive cum Sales Coordinator

* Coordinate and promote the Corporate Sales division.
* Prepare quotations of products needed by clients.
* Communicate and follow up with suppliers and manufacturers for warranties and product specifications.
* Prepare ordered items and ensuring the availability of product is at hand on time.
* Monitor and foresee competitive moves and actions, through a regular scan of the local media.

## Keep abreast of constantly changing technology.

## Display efficiency in gathering market information in context to products and services to enable price negotiations, features, sales trends to more effective work process.

## Focused approach in terms developing new prospects, close sales and aim at exceeding their targets.

## Review own performance and aim at exceeding sales targets.

* Monitor sales constantly, analyze results and make recommendations for maintaining the most attractive mix of products and services in the portfolio.

## Generate and qualify leads for new business through telesales, networking, cold calling and other marketing activities.

## Schedule sales activity like business meetings, lead follow-ups, product demos.

* Develop and maintain the corporate client’s database.

## Understand customer specific business requirements and mapping to product & services to meet those needs.

## Formulate business proposals according to customers’ business needs in co-ordination with technical team.

## Ensure the customer service satisfaction and good client relationships follow up on sales activity.

#### NEW BUSINESS ENGLISH SCHOOL – MOROCCO 2001 – 2002

**Administrative Assistant**

* Assign and monitor clerical, administrative and secretarial responsibilities and tasks among office staff.
* Maintain and ensure proper use of confidential files.
* Assist in the management of accurate personnel data.
* Participate in the hiring and evaluation of employees.
* Provide in the job training in work scheduling, equipment use and care.
* Monitor working conditions in all facilities and recommend methods for increasing efficiency.
* Assist in planning and conducting staff meetings and workshops.
* Schedule personnel, instructors and students for classes.
* Maintain attendance records for all staff and students.
* Plan trainings, events and activities.
* Handle inquiries and complaints.
* Perform other duties and responsibilities.

#### BUSINESS AND PROFESSIONAL ENGLISH CENTRE 1997 – 2001

**Administrative Assistant**

* Provide secretarial support by encoding correspondences, reports & documents, handling or screening of incoming calls and visitors, setting meetings with various departments, clients etc.
* Maintain registration, enrollment and contact information for all students.
* Coordinate orientation and lead on the enrollment of students
* Manage inventory of office and ensure supplies are reviewed regularly and adequately stocked in the store to meet the requirements.
* Manage entire filing system and ensure all files are labeled and documents are filed on a daily basis.
* Follow-ups with different departments, companies, persons on any pending documents.
* Communicate information with internal colleagues and external clients when required and responsibility for transferring correct information, inquiries, complaints or messages to CEO.
* Responsible for the front desk.
* Monitor and manage daily staff and students absences.
* Coordinate substitute teachers.
* Prepare time and attendance records.

**EDUCATION:**

**Business Administration Certificate 1997 – 1999**

Modules included:

- Human Resources Management - Marketin - Management

- Commerce - Accounting and Finance - Economic

**High School in Literature 1996 – 1997**