

Contact HR Consultant for CV No: 338659

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| **NLS “NATIONAL LEADERSHIP SUMMIT” AUC “AMERICAN UNIVERSITY IN CAIRO”** |

* Guiding my own leadership behavior and learning.
* Aligning team members around organizational strategy and values.
* Building unity in a time of change.

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| SKILLS |

## Computer:

• MS Windows; Advances • Excel; Intermediate • MS Word; Advanced

• PowerPoint: Intermediate • Outlook: advanced

## Languages:

## • Arabic: Native • English: Very Good • Spanish: Good

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| PROFESSIONAL EXPERIENCE |

## PA for GM, Belhasa Driving Center

**July 2016: Till Now [Dubai, UAE]**

* Carrying administrative duties such as filing, typing, copying, binding, scanning etc.
* Organizing travel arrangements for senior managers.
* Booking conference calls, rooms, taxis, couriers, hotels etc.
* Maintaining computer and manual filing systems.
* Managing staff appointments and attendance.
* Oversee and supervise the work of junior staff.
* Handling with RTA.

## Administration, Issar Communications

**Jan 2014: July 2016 [Dubai, UAE]**

* Using a variety of software packages, such as Microsoft Word, Outlook, PowerPoint, Excel, Access, etc., to produce correspondence and documents and maintain presentations, records, spreadsheets and databases.
* Devising and maintaining office systems.
* Handle telephone calls, receiving and directing visitors
* Managing calendars, meeting and event arrangements, preparing reports.

## Trainer "career developer", INPAVI Organization

**Dec 2012: Dec 2013 [Spain]**

* Recruiting, training and supervising junior staff and delegating work as required.
* Manipulating statistical data.
* I used to do the classes and attendances sheets using excel and word office package.
* Coordinate in creating and maintaining customer service staffing schedules for upcoming weeks/months for phone and non-phone activities to achieve established service levels and abandon percentage

**Administration, Al Mohada Hotel**

**Dec 2012: Dec 2013 [Spain]**

* Using a variety of software packages, such as Microsoft Word, Outlook, PowerPoint, Excel, Access, etc., to produce correspondence and documents and maintain presentations, records, spreadsheets and databases.
* Devising and maintaining office systems.
* Managing and maintaining budgets, as well as invoicing.

**International Customer service representative & Technical support , Vodafone UK**

**Feb 2011: Nov 2012[Egypt]**

* Ensure customer satisfaction.
* Account management handling customer inquiries such as; billing, activation, and light technical.
* Handling angry customer.
* Handling British customers.

## Customer service supervisor, World Gym

**Dec 2008: Mar 2010 [Egypt]**

* Handling angry customer.
* Ensure customer satisfaction.

**Office Manager, Dutch care Clinic**

**July 2006: Dec 2008[Egypt]**

* Using a variety of software packages, such as Microsoft Word, Outlook, PowerPoint, Excel, Access, etc., to produce correspondence and documents and maintain presentations, records, spreadsheets and databases.
* Devising and maintaining office systems.
* Managing and maintaining budgets, as well as invoicing.

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| Education |

## Bachelor of Information System (2006)

## Higher institute of Business Development

## Cairo, Egypt