**Curriculum vitae**

**Siham**

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**Key Skills and Competencies:**

Business administration education accompanied with over 8 years of experience in Administrative and Secretarial positions. Gradually progressing from small projects to big organizations, in which I have developed the skills that ensure the highest level of competence and proficiency in supporting the executives, in addition to good time management and confidentiality.

Having worked in executives offices, I have a vast understanding of the importance in acting as a liaison allowing for the executives time to focus on reaching the corporates goals.

Skilled in keeping the executives calendar, and organizing it, making sure it’s up to date without any glitches, providing the executives with all the details before their meetings (Agenda, attendees, locations…). Making travel arrangements with complex itineraries. Filling and Archiving. Preparing for department’s events. Taking Minutes of Meetings. Supporting my managers in all administrative tasks as needed. Working with different types of management software. Establishing good relationships with colleagues from different departments and with clients.

During my work experience I was involved in big projects such as department’s Event (Town Hall Events, Talks and Retreats for VIP Visitors), and preparations for the corporates inspections and accreditations (ISO, HAAD, and CAP).

***Education***

2009 : Post Graduate Diploma in Business Administration, the National School of Management, Tangier, Morocco

2006 : Bachelor's degree in Law, Abd El Malek Essaidi University, Tangier, Morocco

2002 : High School diploma, Lycee Abass Essabti, Tangier, Morocco

2002 : Diploma advanced level from the American language center, Tangier,

Morocco

***Work Experience***

* October 2014 – to present: **Executive Assistant** to the Chief Medical Officer (C-Suit Member) at Cleveland Clinic Abu Dhabi, UAE.

**Duties & Responsibilities:**

* Supposing my managers in all administrative and secretarial tasks as needed and requested.
* Managing Calendars, and make sure it’s up to date without any glitches.
* Submitting expenses and reimbursements, to the manager’s expenses for business trips, business lunches and dinners to Human Resources through the system.
* Taking minutes of Meetings, using appropriate abbreviations and company’s format.
* Updating leave schedule for the departments’ managers, to make sure that all types of leaves are up to date.
* Updating the On call schedule for the institute’s physicians to make sure that coverage is arranged.
* Preparing for departments’ events.
* Making travel arrangements and itineraries, coordinating with the travel agent to obtain the most suitable Itineraries for the managers.
* Placing purchase orders in system to the supply chain, and coordinating with them until the order is delivered.
* Filling and Archiving.
* April 2011 – September 2014: **Personal Assistant** **to the GM**, Bayanat Airports, Abu Dhabi, UAE.

 **Duties & Responsibilities:**

* Reporting to the General Manager and Performing Advanced Secretarial Tasks related to the Executive Management and Provide all necessary administrative works and office support to the General Manager and the companies Directors within the group from handling calls, drafting and processing letters, faxing etc., to liaising on their behalf internally and externally.
* Arrange travel itinerary for the General Manager and Directors including ticket reservations and purchasing, hotels bookings, fixing appointments with clients and partners with the overseas clients and managing correspondence.
* Liaise with all offices for effective management of appointments and meetings. Ensures administrative responsibilities like signatures, applications and customer issues are expedited effectively.
* Ensure efficient and courteous answering of telephone calls/ emails/faxes and provide necessary information and guidance or route them to appropriate channels for accurate information.
* Maintain necessary documentation system for efficient and orderly storage and retrieval of documents/information. Maintain and update all necessary records, files and database
* Sourcing and purchasing office supplies and equipment
* Organizing and maintaining proper files.
* Organize and maintain the Gm’s Calendar.
* November 2009 – March 2011: **Personal Assistant to the GM**, Ghantoot Group, Abu Dhabi, UAE.

 **Duties & Responsibilities:**

* Arranging meetings, answering business calls and emails, arranging travels, preparing reports letters and presentations, archiving and recording documents hard and soft, providing all kind of support to the Manager.
* October 2006 – September 2009: **Executive Secretary**, Techmac (Company of importation, marketing and distribution of industrial machines), Tangier, Morocco.

 **Duties & Responsibilities:**

* Dealing with supplier’s accounts and following the purchasing orders, checking the material received from the suppliers, dealing with the customers deliveries, preparing invoices and following the payments, managing the stock and updating the system, arranging meetings answering business calls and emails, archiving and recording documents hard and soft.
* December 2004 - September 2006: **Customer Service representative**, Trojaco, The Makers ( Multinational Clothing Company)

 **Duties & Responsibilities:**

* Dealing with Customers customized order, coordinating between the customers and the production team
* Following up the orders and make sure the delivery dates are respected
* Receiving customer’s complaints and feedback, transmitting and liaising between the quality officers and production team to have the issues solved, and orders corrected and delivered back to the customers.

***Computer skills***

MS Office (Word, Excel, Power Point, Outlook), management softwares

***Languages***

English Advanced Level

French Advanced Level

Arabic Native Speaker

***Interests*** Travelling, gym…