**SAMRAWIT**



 samrawit.382682@2freemail.com



Scaling new heights of success with hard work & dedication and leaving a mark of excellence on each step; aiming for Higher Administration level assignments in the Operations of an organization with leading Companies preferably in UAE/Gulf Countries.

**SKILLS**

* Strong skills in operating computer software required for business applications, such as Microsoft Office package, Adobe Photoshop & QuickBooks and more.
* Proven record of results when working as a supervisor for a team of staff members, resulting in better productivity and improved morale.
* Talented in dealing with multiple assignments at once and an ability to meet deadlines and complete accurate work at all times.
* Exceptional ability to deliver outstanding customer service and diffuse customer complaints or problems.
* Highly capable oral and written communicator when discussing issues with staff members or delivering correspondence to departments and individuals in writing.

**PROFESSIONAL EXPERIENCE**



Since March 2017 to June 2018 : Bureau of Engineering Studies Consulting Engineers, Dubai as Administrative Officer

* Liaison with all department requirement and process requests to higher management
* Prepare and follow up on internal administrative forms and procedures
* Schedule and coordinate meetings, appointments, and travel arrangements for supervisors and managers
* Prepare quotations and supporting documents and submit to clients
* Prepare invoices and perform payment follow-ups
* Facilitate authority accreditation services of CED (Trakhees cards) and SOE Cards
* Initiated and Facilitated Company ISO certification process for ISO 9001:2015 & ISO 10002:2014
* Maintain office documentation up to the standards of acquired procedure
* Maintain employee records
* Monitored and maintained appropriate professional standards for HR staff
* Manage incoming and outgoing email and letter correspondences
* Perform general office duties such as ordering supplies, maintaining records management systems

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Since February ’2015 to March 2017 : KELE CONTRACTING L.L.C, Dubai As an Executive Secretary

Role:

* Performed administrative duties of maintaining reports and providing support information
* Manage Calendars and meeting arrangements
* Supervises the tenders’ process from the pre-qualification stage through to the final bid submission award of contract and engagement close out.
* Serves as the secretary to the Tenders Department activities where so requested.
* Acts as a liaison between Sub Contractors and the department requirements and to ensure that all packages and queries are dealt with in a timely.
* Collates and ensures proper documentation within the tendering and contract process.
* Prepare offer letters, organize final Tender documents and facilitate its submission.
* Follow up all correspondences with sub-contractors and consultant offices.
* Preparing and processing documents in Adobe professional and other supporting computer programs



December 2012 - December 2014: ServeU LLC (Facility Management), Dubai Worked as Administrative Coordinator

Role:

* Reporting to the Head of Department; responsible for managing day-to-day operations of various sites
* Estimates costs and provide quotations to existing clients and new customers using excel sheet
* Follow up customer enquires through email and telephone
* Prepare monthly invoices for the services provided by the department
* Interact with customers and outside contractors such as Pest Control Companies, and different material suppliers and scheduled work as well as to understand and resolve problems.
* Coordinate with HR on Staff annual leave enquiries
* Process employees leave application and update on leave database
* Assign call out jobs to supervisors including supportive staff
* Track the progress of job till its completion



EDUCATION

* Bachelor of Business Management (BBM) from SMAP Institute - Asmara, Eritrea
* Diploma in Accounting



LANGUAGES

* English (Excellent)
* Arabic (Basic)
* Tigrigna (mother tongue)
* Amharic (Excellent)



PERSONAL DETAILS

Date of Birth: 1986

Nationality: Eritrean

Marital Status: Single

Visa Status: Tourist Visa

Driving License: YES



REFERENCES

Available upon request.

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