Zaynab

zaynab-394647@2freemail.com

* **Available to Relocate Immediately**

Education

**Master's Degree** International Business Management**,** 2017

**Bachelor’s Degree**

English Literature and Civilization, 2015

Experience

**Executive Assistant**

**Beach Hotel (Tunisia)**

**Jun 2019 – Present**

* Candidate resourcing and screening.
* Handling internal and external communications.
* Taking minutes and preparing memos and presentations.
* Creating and publishing Job Ads.
* Arranging travel bookings and transportation.
* Organizing public events and meetings.
* Maintaining an organized database.
* Allocating budgets.
* Supporting GM on daily activities.

**Freelance Senior Journalist**

 **(UAE) Dec 2018 – May 2019**

* Wrote, edited and proofread articles.
* Conducted interviews and wrote stories.
* Researched stories and obtained facts.
* Filed news stories, features and articles.

**Marketing & Customer Support Executive**

**Mar 2018 –Nov 2018**

* Translated and proofread product manuals and product descriptions.
* Created and updated the content of the Official CHICCO ME website.
* Created creative copy for social media pages.
* Placed distributor’s orders through CRM software.
* Extracted balance reports and relevant data from CRM database.
* Managed product registration process and certifications, working with accredited regional offices.
* Coordinated with logistics and supply chain team to ensure smooth flow of goods.
* Managed petty cash, handled order entry and executed accounting calculations and tasks.
* Updated Forecast Reports through SAP BW data warehousing too.

 **Arabic Copywriter**

**Handmade Cosmetics (UAE)**

**Oct 2016 – Jul 2017**

* Provided Arabization support for the GCC region in collaboration with Senior Copywriter and Store Managers.
* Proofread, arabized and translated articles and newsletters for advertising purposes in addition to training materials, product description, labels and product names.
* Managed the content for the MENA website.
* Created content for social media pages and for marketing campaigns.

**Admin Assistant**

 **(UAE)**

 **Feb 2016 – Sep 2016**

* Strategically managed an HRD’s calendar and priorities
* Executed the Smart Spending Policy to reduce office costs.
* Assisted in the preparation of presentations.
* Managed internal employee engagement and HR-related events.
* Facilitated the on-boarding process and providing support and coverage when needed.
* Arranged travel and transportation for C-Levels.
* Handled internal and external communication.
* Trained newly joining administrative assistants.
* Supervised the Office Assistants.

 **Executive Assistant**

**Jan 2015 – Jan 2016**

* Maintained a high level of organization in the calendar and schedules of the line manager.
* Coordinated office activities and communications as needed.
* Participated in candidate’s interview and hiring process.
* Reviewed, editing and formatted various documents.
* Organized and maintained the HR filing system while ensuring accuracy and completeness of the personnel files and records.
* Collaborated with the other departments to address and resolve employee related matters as well as assisting in the on-boarding process.
* Processed various transactions via SAP software.
* Placed office orders, liaised with suppliers, handled petty cash and HR admin budget.
* Prepared memos, reports and correspondence on behalf of HRD.
* Reviewed communication to ensure alignment with corporate policies to support campaigns and product launch

**Executive Assistant**

**Jun 2013 – May 2014**

* Managed internal and external communications as well as social media platforms.
* Supported the CEO\MD in day to day operations.
* Candidate resourcing and screening as well as scheduling interviews.
* Planned social functions and managed the CEO\MD complex diary.
* Conducted market research and developed strategies accordingly.
* Arranged travel arrangements and transportation.

Volunteer Experience

**Part time English teacher**

**Cultural Center Tunisia**

**Mar 2012 – Sep 2012**

* Collaborated with other teachers to set up new learning modules and methods for students.
* Formulated lesson plans and submitted them for review and feedback.
* Organized the language club along with other activities.
* Instructed individual English classes for elementary school students.
* Attended in teacher network meetings and center sponsored events.

Technical Knowledge/Skills

MS Office Suite • HTML • Quality Assurance/UX (user experience) • Drupal (content management) • EpiServer (content management) • MailChimp (email marketing) • Cision (PR software) • Sales Force (CRM) • Donor Perfect (fundraising) • Magic (IT ticketing) • Blackboard (education technology) • Delphi (hospitality & event planning) • Jack Rabbit (small business management) • Adobe Contribute (web publishing) • SAP