

Holds a Bachelor in Commerce (Accounting) and has about 9 years hands-on experience working in Admin field.

## **PERSONAL DATA**

Nationality : Egyptian  
Birth Date : 04/12/1991  
Gender : Female  
Marital Status : Married  
Residence : Cairo

## **EDUCATION**

: Bachelor in Commerce (Accounting) – English section, Cairo University, 2012  
: Secondary Education: Modern Narmer Language School

## **LANGUAGES**

Arabic : Native Language  
English : Good

## **COMPUTER SKILLS**

: Windows, MS Office, Internet  
: ERP  
: CRM

## **TRAINING COURSES AND CERTIFICATIONS**

: HR Foundation Certificate 2018 – AUC.  
: MDR Directive – CE training.  
: Executive Secretarial Skills Workshop.  
: Communication & Presentation Skills Workshop.  
: ISO 9001:2015 Standard Requirements & Quality Management System Internal auditing Training Program (Sep. 2016).  
: ICDL (2009).  
: Summer trainings:

- Arab Banking Corporation (ABC Bank) in the year 2011 at the treasury department (1 month):
  - Prepare daily or weekly cash position.
  - Manage cash surpluses generated from operating activities.

- Establish daily cash levels for business units.
- Ensure that the organization selects adequate short-term investment strategies to place (invest) daily cash surpluses on securities exchanges and in private placements.
- Arab Banking Corporation (ABC Bank) in the year 2010 at the card center (1 month):
  - Receive clients' applications.
  - Issue all types of cards.
  - Handling pending cards.
  - Handling all cards' problems & issues.
- Arab Banking Corporation (ABC Bank) in the year 2009 at the customer service department (1 month):
  - Receive all customers' inquiries.
  - Offer banking products and services.
  - Offer the best solution for customers based on proper bank policies.

## CHRONOLOGICAL EXPERIENCE RECORD

- Dates** : From Oct. 2018 till May 2021
- Employer** : Sharkawy and Sarhan Law Firm
- Job title** : Senior Administrative Assistant & CRM Administrator
- Job Description** :
- Provide a full range of administrative support to the Partner's Office: Management of incoming and outgoing mail, emails, telephone calls and correspondence.
  - Organize and streamline Partner's diaries in order to ensure priority to urgent and important matters.
  - Organize meetings and make the necessary logistics arrangements as needed.
  - Prepare meeting agendas and take minutes of meetings in order to capture comments and specific actions.
  - Assist the Partner by preparing correspondence, reports, presentations, and other materials as requested.
  - Handle the Office translation of official documents, letters, and agreements from English to Arabic and vice versa.
  - Chanel downwards communication and follow up on the implementation of the Partner's directions.
  - Maintain office records in a confidential and organized manner.
  - Maintain the office efficiency at all times, looking to improve administration systems and processes.
  - Ensure processes and procedures are documented, and departmental manual is produced.
  - Responsible for implementing and managing a database of customer contacts and communications, making sure data is up to date on CRM system.
  - Extract data from CRM system to support the marketing team.
  - Follow up opened opportunities and set reminders.
- Dates** : From Sep. 2016 till Oct. 2018
- Employer** : Orchidia Pharmaceutical Industries
- Job title** : Vice President Admin Assistant

**Job Description** : 

- Receive, direct and reply to telephone, E-mail and fax messages.
- Handle caller's inquiries whenever possible related to technical director operational issues.
- Assist in planning and preparation of meetings and conferences related to technical issues.
- Record and distribute minutes of meetings and follow up with concerned parties to ensure the implementation for these minutes.
- Maintain full, accurate and up to date records and files for all documents (Hard and soft copies).
- Develop, Maintain and manage the general filing system.
- Provide administrative services for the technical director to ensure that administrative work is maintained effectively, up to date and accurate manner.
- Responsible for saving manuals of factory equipment.
- Screen Admin Assistants' CVs and develop an initial assessment for them.

**Dates** : From Oct. 2013 till Nov. 2014

**Employer** : RAMW Group

**Job title** : Admin & Personal Assistant

**Job Description** : 

- Devise and maintain office systems, including data management and filing.
- Screen phone calls, enquiries and requests, and handle them when appropriate.
- Meet and greet visitors at all levels of seniority.
- Organize and maintain diaries and make appointments.
- Deal with incoming email, faxes and post, often corresponding on behalf of the Manager.
- Produce documents, brief papers and reports.
- Arrange travel and personal events.

**Dates** : From Apr. 2013 till Jul. 2013

**Employer** : Trane Company

**Job title** : Temp. Secretary reporting to the CEO

**Job Description** : 

- Receive, register and distribute documents for approval, and handle incoming mail to all the company departments.
- Carry out general clerical and secretarial work such as filing and answering phone calls.
- Prepare letters, memos and circulars.
- Prepare expense reports, vouchers & register invoices.
- Coordinate the flow of information both internally and externally.
- Organize internal and external events.
- Organize and coordinate the employees traveling arrangements.