

Holds a Bachelor in Computer Science and has about 17 years hands-on experience working in administration field.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 25/10/1982
Gender : Male
Marital Status : Married
Residence : Giza, Cairo

EDUCATION

: Bachelor in Computer Science, Higher Technological Institute (HTI), 2005

LANGUAGES

Arabic : Native Language
English : Very Good

COMPUTER SKILLS

: Windows, MS Office, Internet
: HR systems software

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Nov. 2021 till now
Employer : MetLife Egypt
Job title : Unit Manager (Insurance)
Job Description :

- Ensure sales agents have the necessary support systems to assist them deliver their budgets.
- Implementing tools and systems to manage time, activities and desired results.
- Implementing training programs to support skill development and competence.
- Effective monitoring and evaluation of the sales agents.
- Careful planning to identify and manage unit goals.
- Setting out relevant plans for the unit.
- Recruit and retention of sales agents.

Dates : From Oct. 2019 till Oct. 2021
Employer : Radio Talaat
Job title : Branch Manager
Job Description :

- Bring out the best of branch's personnel by providing training, coaching, development and motivation.
- Adhere to high ethical standards, and comply with all regulations/applicable laws.
- Network to improve the presence and reputation of the branch and company.
- Ensuring all operations are carried on in an appropriate, cost-effective way.
- Address customer and employee satisfaction issues promptly.
- Planning for growth and cost optimization across the country.
- Formulating strategic and operational objectives.
- Managing relations and cross-functional tasks.
- Reporting & Analysis.

Dates : From Mar. 2017 till Sep. 2019
Employer : Ahmed El Sallab Company
Job title : HR & Administration Manager
Job Description :

- Managing company staff, including coordinating and supporting the recruitment process.
- Overseeing and managing the performance appraisal system that drives high performance.
- Create a compensation strategy for all employees based on market research and pay surveys; keeps the strategy up to date.
- Monitoring the facility to ensure that it remains clean, safe, secure, and well maintained.
- Projecting and maintaining all administrative affairs, department coordination, and budget expenses.
- Preparing and reviewing operational reports and schedules to ensure accuracy and efficiency.
- Planning, administering and controlling budgets for contracts, equipment, and supplies.
- Identifying staff development and training needs and ensuring that training is obtained.
- Executing plans, policies, and programs in business and financial affairs.
- Developing budget recommendations for operating expenditures and/or capital outlay, personal services, equipment, and materials, and maintaining revenue as high as possible.
- Overseeing construction and renovation projects to improve efficiency and to ensure that facilities meet environmental, health, and security standards, and comply with governmental regulations.
- Finalizing legal contracts and documents of the premises with the coordination of the Legal Affairs Department.
- Following up on insurance documents of vehicles and buildings with the assistance of the Financial Department.
- Disseminating utility expenses and reviewing them (telephone, gasoline, electricity, water, etc.).
- Conferring with department heads to arrange for vehicles inspection,

service, or repair.

- Responsible for all issues related to postage and courier (dealing with couriers, setting agreements after negotiations, etc.).
- Contracting with outside suppliers to provide employee services, such as canteen, transportation, security, and cleaning.
- Achieving financial objectives by anticipating requirements; submitting information for budget preparation; scheduling expenditures; monitoring costs; analyzing variances.
- Managing the whole fleet function; this includes the drivers and the routes of company buses.
- Managing Secretaries, Operators, Runners, Messengers, Receptions, Drivers, and Warehouses.
- Conferring with governmental agencies to coordinate safety and other traffic programs.

Dates : From Aug. 2015 till Feb. 2017
Employer : HAMA Film Productions, Media Production - Egypt
Job title : Administration Supervisor
Job Description :

- Planning and coordinating administrative procedures and systems and devising ways to streamline processes.
- Recruiting and training personnel and allocating responsibilities and office space.
- Assessing staff performance and providing coaching and guidance to ensure maximum efficiency.
- Ensuring the smooth and adequate flow of information within the company to facilitate other business operations.
- Managing schedules and deadlines.
- Monitoring inventory of office supplies and the purchasing of new material with attention to budgetary constraints.
- Monitoring costs and expenses to assist in budget preparation.
- Overseeing facilities services, maintenance activities, and tradespersons (e.g. electricians).
- Organizing and supervising other office activities (recycling, renovations, event planning, etc.).
- Ensuring operations adhere to policies and regulations.
- Keeping abreast with all organizational changes and business developments.

Dates : From Feb. 2007 till Jul. 2015
Employer : Kuwait Occupational Standards, Assessment & Certification Center (KOSAC), Governmental & Public Sector – Kuwait
Job title : Office Manager
Job Description :

- Assigning and monitoring clerical, administrative, and secretarial responsibilities and tasks among office staff.
- Regulation and supervision of all administrative activities which facilitates flow and functioning action office more public.
- Ordering and coordination and preparation of conferences, meetings, appointments, and business trips.
- Ensuring furniture, supplies & equipment for the office.
- Dealing with mail, and e-mail.

- Preparing reports and correspondence.
- Supervising administrative crew and secretarial, and controlling size pressure and the rate of labor.
- Linking between members of team administration (supreme committee and managers).
- Reserving subjective records important documents to the director.
- Presiding some meetings, the scheduled meetings of the administration.
- Dealing with complaints rose from the outside.
- Debating general problems with administrative crew.
- Reviewing office performance.
- Ensuring progress of work in a professional manner effectively.
- Organizing orientation and training of new staff members.
- Coaching and disciplining office staff.
- Ensuring filing systems are maintained and current.
- Ensuring security and confidentiality of data.
- Designing and implementing office policies and procedures.
- Implementing procedural and policy changes to improve operational efficiency.
- Preparing operational reports and schedules to ensure efficiency.

Dates : From Mar. 2006 till Jan. 2007
Employer : Kuwait News Agency (KUNA) – Kuwait
Job title : Document Controller
Job Description :

- Interpreting, compiling, sorting, and verifying accuracy of pertinent news data to be entered/received from the document management system, email or fax ensuring completeness and adherence to department procedures.
- Verifying screen format to detect errors, and proofread new entries in the news database for accuracy, completeness and adherence to department procedures.
- Maintaining confidentiality around sensitive information and terms of agreement.
- Retrieve files as requested by employees and clients.
- Conducting regular reviews and document audits.
- Maintaining logs of activities and completed work.

Dates : From Oct. 2005 till Feb. 2006
Employer : Kuwait News Agency (KUNA) – Kuwait
Job title : Executive Secretary
Job Description :

- Welcoming guests, arranging appointments, and adjusting the picture from different contact with visitors and customers.
- Ensuring necessary arrangements for all acts of the general director.
- Ensuring pensions housing, visits, and the reception for guests of the managers.
- Managing the calendar of the general director.
- Preparing the system of archiving paper and email.
- Contracting with international companies that need work.