

Holds a Bachelor of Commerce (Business Administration) and has about 9 years experience working in HR and administration field.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 29/06/1991
Gender : Female
Marital Status : Married
Residence : 5th Settlement, Cairo

EDUCATION

: Bachelor of Commerce (Business Administration), Ain Shams University, 2013
: AAST: MBA candidate, 2019-2021
: Secondary Education: St. Fatima Language School

LANGUAGES

Arabic : Native Language
English : Excellent
French : Fair

COMPUTER SKILLS

: Windows, MS Office (Word, Excel, Power Point), Internet

TRAINING COURSES AND CERTIFICATIONS

: Training at Top Business for recruitment and outsourcing.
: Selling Skills (1-day session), Global Academy (2010).
: Banking – undergraduate program, Egyptian Banking Institute (2009).

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Dec. 2022 till now
Employer : Honeywell
Job title : Exp. Customer Experience Professional
Job Description :

- Managing customer care for clients bases in MENA region for services performed by FSEs.
- Change agent for process and procedure for efficient customer care

process.

- Forecast reports and Revenue recognition process.
- Acting as focal point between internal and external customers (technical support, logistics manufacturing, regional sales manager and product managers, ...etc.) to resolve customer issues.
- Following up on products and services delivery dates to make sure customer is aligned with any changes.

Dates : From Jul. 2019 till Nov. 2022
Employer : Solar Turbines
Job title : Sales Order Administrator
Job Description :

- Support all standard domestic and international service parts requirements for internal and external customers. Learn the same activities for international orders.
- Receive and process requests for quotes. Given a parts listing (request for quote) by the customer, the incumbent validates the appropriate part numbers, pricing, and lead times to assure customer needs can be met. Acknowledge the quotes for the customer with terms and conditions noted.
- Processes customer direct shipments, warehouse transfers, customer return of material and support in-house overhaul requirements.
- Receive Purchase Order (PO) from customer. Review terms and conditions and consults with more experienced department staff.
- Identify all discrepancies or conflicts in the terms and conditions. Address these issues with the customer. Obtain final agreement with customer. Enter and acknowledge order to customer.
- Keep customer apprised of status. Expedite as necessary to meet customer demands. Coordinate with other Solar entities to assure the order is brought in to meet original promise date. Monitor order to point of delivery, follow up to resolve any customer concerns with order shipment.
- Negotiate with peers when required to consider conflicting priorities or simultaneous need for limited parts.
- Issue shipping instructions and any special packaging requirements. Must apply a general understanding of INCOTERMS, Export and Custom Regulations to complete these tasks.

Dates : From Sep. 2018 till Jun. 2019
Employer : African Export and Import Bank
Job title : HR Group Support
Job Description :

- Responsible for all administrative tasks for Payroll, Personnel and Recruitment.
- Ensure that new hires induction.
- Following up with stakeholders for completion of Medical card issuance, life insurance, contract and other administrative tasks.
- Checking the receipt of all needed documents for new hires and leavers.
- Working on Education claims (reimbursement or payment to schools), car loans and general loans.
- Issuing HR letters upon requests.
- Working on HR events like international recruitment events.

- Issuing invoices and following up on payments for vendors.
- Acting as Assistant to the Director of Human Resources.
- Point of contact with employees for any inquiry that face them.

Dates : From Jul. 2018 till Sep. 2018
Employer : Kantar
Job title : Senior Project Management Executive
Job Description :

- Responsible for the accomplishment and completion of the project tasks as per the timeline, adhering to quality standards and best practices.
- Ensure implementation of project schedules and processes.
- React to project adjustments promptly and efficiently to ensure that all parties are aligned.
- Attend the debrief/ wrap up meeting, assisting the setting of the agenda, and collate information challenges, learnings, highlights, and so forth.
- Ensure that the translated version of the questionnaire is ready on time and share it with the CS for the final Sign-off.
- Send questionnaire, sample, adverts, videos and/or any other electronic prompt material to Scripter Attend the kick off meeting when required.
- Briefing of Supervisors/Field managers for UAE and KSA jobs.

Dates : From 2015 till Jun. 2018
Employer : AXA Egypt
Job title : Operation Officer
Job Description :

- Managing around 45 accounts (35,000 insured) by providing a high quality of customer service and well-organized administrative work.
- My scope starts from issuing the customers contracts and invoices till checking the conditions of acceptance of the customer's request.
- Interacting with the customer if necessary via digital media, or using automatized system and various available data to make to right decision.
- During this process, I work in cooperation with other teams such as the underwriting, customer care, medical claims and prior approvals to ensure that the client receives the desired service in a timely manner.
- Modifying coverage concepts to the client preference.
- Training new team members on the work process and system to gradually be a fully functioning team member. Which in return enhances the work flow and team coordination and communication.
- Achievements:
 - Team Champion, following up with the team's managers and HR on Team to Team satisfaction, communication and growth.
 - One of the first production team members to join AXA during the launching period.

Dates : From 2014 till 2015
Employer : Nefertari British International School (IGCSE department)
Job title : Assistant Headmistress
Job Description :

- Worked on Subjects registration for students.
- Assisting in parent meetings and calling parents to resolve any issues or communicating any new announcements.
- Communicating with teachers any students / parent's problem to make

sure the issues are resolved.

- Dates** : 2014
- Employer** : LA Weddings and Events
- Job title** : Event Coordinator
- Job Description** :
- Meeting with clients to offer the available different packages and negotiate their prices.
 - Coordinating with the hotel staff the wedding/event program.
 - Collecting all available packages on photographers.
 - Marketing plan for LA wedding chain.
 - Coordinated Weddings held in:
 - Sofitel Al Gezira.
 - JW Marriot.
 - Marriot Zamalek.