

Holds a Bachelor of Commerce (Accounting) and has over 7 years hands-on experience working in HR and Administration.

## **PERSONAL DATA**

Nationality : Egyptian  
Birth Date : 02/09/1990  
Gender : Female  
Residence : Nasr City, Cairo

## **EDUCATION**

: Bachelor of Commerce (Accounting), Ain Shams University, 2011

## **LANGUAGES**

Arabic : Native Language  
English : Excellent

## **COMPUTER SKILLS**

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

## **TRAINING COURSES AND CERTIFICATIONS**

- : HR Diploma at AUC (in process).
- : Internal Audit of QMS According to ISO 90012015 Requirements at Productivity & Quality Institute.
- : Risk Management at Productivity & Quality Institute.
- : Customer Care & Retention Course at IMI.
- : Personal Development Course at Highly Professional Advisors (HPA).
- : English general conversation course at BERLITZ.
- : Soft, Communication, Presentation, managing time and Team work skills, how to solve problems, Facing work stress, Work ethics at Trade Guild.
- : FOREX & Stocks exchange trading program at HR Unit.
- : Specialized accounting program – SAP at Business & Statistical Research Center.
- : Accounting 1, Accounting 2, accounting 3, Cost Accounting, Auditing, Tax Accounting, Management Accounting, Financial institution accounting.
- : Customer service, Credit, Financial accounting at Housing & Development bank (Jul./Aug. 2010).
- : Financial accounting and teller at Housing & Development bank (Jul. 2009).

# CHRONOLOGICAL EXPERIENCE RECORD

- Dates** : From Jan. 2018 till now
- Employer** : Shotec Group
- Job title** : Office Manager & HR Generalist
- Job Description** :
- Coordinate with IT department on all office equipment.
  - Manage relationships with vendors, service providers and landlord, ensuring that all items are invoiced and paid on time.
  - Determine and establish office procedures.
  - Advise managers and employees on staffing policies and procedures.
  - May supervise personnel clerks performing filing and record-keeping duties.
  - Planning corporate training.
  - Handling new employees' enrollment in the Medical & Life Insurance Service.
  - Schedule and coordinate meetings and conferences between Board of Directors, staff; & Coordinate work flows by maintaining and checking office calendar on a regular basis.
  - Book E-Flight Tickets and Accommodation for personnel as well as Visa procedures, Meet & Assist & all required arrangements either for local or foreign staff.
  - Organizing company events or conferences.
  - Dealing with correspondence, complaints, and queries.
  - Preparing letters, presentations, and reports.
  - Supervising and monitoring the work of administrative staff.
  - Liaising with staff, suppliers and clients.
  - Implementing and maintaining procedures/office administrative systems.
  - Organizing induction programs for new employees.
  - Using a range of software packages.
  - Attending meetings with senior management.
  - Monitor businesses and agencies to ensure that they efficiently and effectively provide needed services while staying within budgetary limits.
  - HR Assistance:
    - Handling external courses reservations, following up on necessary payments and communicating courses related information to the employees.
    - Handling in-house courses arrangements and ensuring all equipment are provided.
    - Updating on a regular basis the employees' training records with the courses related information.
    - Assisting the organization's HR function by keeping personnel records up to date, arranging interviews.
    - Undertake tasks around performance management.
    - Processing Social Insurance & New Bank Accounts Opening for new hires.
  - Recruitment Assistance:
    - Assist in talent acquisition and recruitment processes.
    - Handle orientation and paperwork for new hires, benefits enrollment, verify for completeness, according to the established policy and procedural requirements.

**Dates** : From Jun. 2013 till Dec. 2017  
**Employer** : Shotec Group  
**Job title** : Administration Coordinator  
**Job Description** :

- Open and distribute incoming regular and electronic mail, faxes and other material and co-ordinate the flow of information internally and with other departments and organizations.
- Order office supplies and maintain inventory.
- Schedule and coordinate meetings and conferences.
- Answer telephone and electronic enquiries and relay telephone calls and messages.
- Set up and maintain manual and computerized information filing systems.
- Greet visitors, ascertain nature of business and direct visitors to employer or appropriate person.
- Record and prepare minutes of meetings.
- May compile data, statistics and other information to support research activities.
- Retrieving all kind of sales data from CRM system.
- Creating and modifying all kinds of sales reports.
- Tenders follow up reports.
- Responsible updating company database in CRM system and company website.
- Book E-Flight Tickets and Accommodation for personnel as well as Visa procedures, Meet & Assist & all required arrangements either for local or foreign staff.
- Keeping track of staff attendance (arrival and departures) and logs in all types of leaves of staff.

**Dates** : From Jul. 2012 till Jun. 2013  
**Employer** : Vodafone Egypt  
**Job title** : Technical Support  
**Job Description** :

- Provide first line technical support.
- Provide FCR trouble shooting and problem analysis in critical situations.
- Solve customer problems & system alarms escalated from 24x7 SOC and TECH-IM teams.
- Work order & changes implementation.
- Apply advanced changes and WOs on all services & charging domains after verification from Assurance and 2nd line teams.
- Deploy the security & audit recommendation.
- Escalation & Reporting.
- Escalate and follow up problems with the 2nd line support teams and implement their recommendations.
- Regular management, TECH-IM and SMC update as per agreed on KPIs.
- Create proper technical documents according to ISO standards.
- Handling Individual complains.
- Provide back-office support to the team in customers individual complains.
- Regular customer care touch points meeting and fulfil their requirements.

**Dates** : From Nov. 2011 till Jun. 2012  
**Employer** : Vodafone Egypt  
**Job title** : Customer Care Representative  
**Job Description** :

- Resolving calls efficiently and effectively.
- Work as part of a team to ensure offering world-class Customer Service at all times.
- Communicate positively with all involved parties in order to facilitate customer's reception of the expected distinguished service.
- Meeting service level in handling all transactions measured through productivity reports.
- Accuracy in handling all assigned tasks.
- Attendance and punctuality.
- Maintain professional work relationships with colleagues, supervisor and manager.