

Holds a Bachelor in Documentation & Information Science and has over 8 years considerable amount of knowledge regarding administrative and office procedures.

## PERSONAL DATA

Nationality : Egyptian  
Birth Date : 13/04/1987  
Gender : Female  
Residence : Nasr City, Cairo

## EDUCATION

: Bachelor in Documentation & Information Science, Al-Azhar University in Cairo, 2008  
: Post-graduate preparatory course at the Department of Documentation & Information Science, 2013-2014  
: Studying for Master's degree in Documentation & Information Science, Al-Azhar University, from 2015 till now

## LANGUAGES

Arabic : Native Language  
English : Good

## COMPUTER SKILLS

: Windows, MS Office, Internet  
: Adobe Reader  
: Adobe Dreamweaver

## TRAINING COURSES AND CERTIFICATIONS

: Business Administration course (H.R) (Business communication), American Council (Dec. 2009).

## CHRONOLOGICAL EXPERIENCE RECORD

**Dates** : From Mar. 2012 till now  
**Employer** : Al-Azhar University  
**Job title** : Professor Assistant & IT Coordinator  
**Job Description** : Teaching the practical part of the curriculum of the department of information science and do research to develop knowledge of the documents and information, Solving student issues, and handling all about IT problems.

**Dates** : From Oct. 2016 till Jul. 2017  
**Employer** : Niche Digital, Cairo  
**Job title** : Social Media Specialist (Admin & Moderator)

**Dates** : From Dec. 2010 till Jan. 2012  
**Employer** : Cleopatra for Import & Export  
**Job Description** :

- Office Manager:
  - Account payable.
  - Receivable.
  - Human Resource Manager.
  - Weekly Payroll.
  - Staff training and Supervision.
  - Credit and Collection.
  - Expense Control.
  - Statement Billing.
  - Account Management.
  - Month-end Closings.
  - Computerized Process.
  - Customer service / Client Relation.
  - Account Reconcile.
- Import, Export & Shipping Coordinator:
  - Responsible for monitoring incoming and outgoing cargos.
  - Checked shipment orders and status.
  - Attended customer queries and performed administrative tasks.
  - Responsible for shipping documentation.

**Dates** : From Jan. 2009 till Sep. 2010  
**Project** : Finland Egyptian Agriculture Project  
**Job title** : Secretary / Administrator  
**Job Description** :

- Responsible for communicating with both Finland and Egyptian in terms of internal support, Events, preparing business meeting.
- Responsible for implementing new polices and reverse process needed to improve the operational effectiveness.
- Communicate with suppliers and contractor to get quote for various items needed and activity needed for the project.
- Doing on time all internal office support and paper work.
- Deployed as part of the team promotional plan to improve the relationship within the working team.
- Handled all customers complains and claims.
- Prepare and make all necessary reservation for the special events and business meeting.

**Field of experience** :

- Human Resources Executive:
  - Organizational Development, Best Practices, Strategic Planning.
  - An accomplished Human Resources Executive with proven expertise in policy and procedure, Recruiting and hiring practices, personnel development, retention approaches legal compliance issues, Managerial support, union avoidance, labor relations and negotiations.

- Administration and Office Management:
  - Result-proven secretary administrator person with 2 years experience as internal support and administrator. Building record of success in developing a process for managing the business and get it done on time.
  - Communicator offering high strong customer relationship builder based on service-support-and follow through. An experienced professional who exceeds in uncovering customers needs, providing solution, handling objection and excellent. Team player who will work individually and as part of the team.
- Skills:
  - Sales, Teaching, Computer Skills and Customer Service.
  - Data Management, Filing & Archiving.
  - Social Media Moderation & Marketing.