

Holds a Bachelor of Commerce and Business Administration (Major: Accounting) and has about 5 years hands-on experience working in document control, Admin, HR and customer service.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 13/09/1991
Gender : Female
Marital Status : Single
Residence : Heliopolis, Cairo

EDUCATION

: Bachelor of Commerce and Business Administration (Major: Accounting),
Ain Shams University, 2012

LANGUAGES

Arabic : Native Language
English : Fluent

COMPUTER SKILLS

: Windows, MS Office (Word, Excel, Access, Power Point), Internet
: Microsoft SQL
: FTP Server
: Orion System
: Team Viewer
: FileZilla Client

TRAINING COURSES AND CERTIFICATIONS

: Job hunting.
: ICDL
: Business Communication.
: English course in Berlitz (finished level 5).

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Jun. 2015 till now
Employer : Arabian International Company

- Job title** : Document Controller
- Job Description** :
- Develop and maintain document control processes for the efficient management.
 - Ensure proper document classification, sorting, filing and proper archiving.
 - Contribute to the improvement of procedures and tools.
 - Provide full admin support to the team.
 - Improve database quality, implement new clearing checking procedures.
 - Process all daily updates and changes coming into the database deliver on time, follow high quality standards and meet the agreed service level agreements.
 - Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Dates** : From Nov. 2014 till Jun. 2015
- Employer** : EPM Consultancy
- Job title** : Admin
- Job Description** :
- Review and answer correspondence.
 - Respond to inquiries.
 - Liaising with staff in other departments and with external contacts.
 - Organizing and storing paperwork, documents and computer-based information.
 - Devising and maintaining office systems.
 - Manage the filing, storage and security of documents.
 - Manage the repair and maintenance of office equipment.
- Dates** : From Jan. 2014 till Sep. 2014
- Employer** : PROJOBS Recruitment Agency
- Job title** : Junior HR
- Job Description** :
- Handle recruitment process starting from job analysis, CV search, filtering, short listing and doing simple interview by the phone.
 - Building database for select and interviewed candidates.
 - Working as a liaison between clients and candidates till completion of all hiring procedures.
 - Checking daily mails and classifying their resumes according to the filing system.
 - Making ads of the vacancies.
 - Keeping an updated database of current CV.
- Dates** : From 2012 till Sep. 2013
- Employer** : RAYA
- Job title** : Customer Service
- Job Description** :
- Contribute ideas on ways to resolve problems to better serve the customer and/or improve productivity.
 - Listen attentively to customer needs and concerns, demonstrate empathy.
 - Work with clients to improve service.
 - Conducting a survey to gather information and comments about P&G products and to measure customer's satisfaction.

- Collecting data about P&G products through a survey.
- Saving the answers on Siebel system and make sure of the accuracy of the answers.