

Holds a Bachelor in Business Administration and has over 6 years hands-on experience working in administration field.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 09/08/1990
Gender : Male
Residence : Cairo

EDUCATION

: Business Administration (English Section), Modern Academy for Computer Science and Management Technology, 2011

LANGUAGES

Arabic : Native Language
English : Excellent

COMPUTER SKILLS

: Windows, MS Office, Internet
: Siebel – Opera – Wincash logistics

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From May 2013 till now
Employer : Sky Distribution (Etisalat Egypt Franchising)
Job title : Retail Administrative Assistant
Job Description :

- Responsible for Rollout (Identify, locate and select suitable sites to open new stores).
- Performing office duties related to maintain (Records, performance, staff data, contacts, reports & stores data).
- Follow up on new staff hiring & gaps completion.
- Handle/Follow up on pantries and stationaries orders consolidation deliveries, discrepancies (Franchise & MF) & monitoring the agreed cost.
- Handle mini franchise stores administration issues (security, cleaning, & maintenance).
- Monitoring and follow up on stores petty cash expenses & issues.
- Handling and follow up on staff uniform ordering.
- Initiate & follow up on all Retails' procurement from request till delivery.
- Wincash logistics application access with its functionality.

- Follow up on new stores contracts cycle completion.
- Handling stock levels issues.
- Responsible for stores contracts renewal dates.
- Follow up on new stores readiness & supplies completion.
- Maintain business confidential records & Information.
- Responsible for retail communication & correspondence.
- Manage to have good relations with other parties & partners which facilitate the follow up process and finalizing all related business issues.
- Follow up for action item achievement milestones and updated delegated tasks to ensure progress to deadline.
- Follow up on rent payments.
- Target VS achievement analysis (Monitoring, reasons, performance, plan, evaluation & MTD/YTD).
- Budget & Business cases.
- We care effective cases closure.
- Act on behalf Head of Retail when needed.

Dates : From Nov. 2012 till May 2013
Employer : Cairo Marriott Hotel
Job title : Front-Office Receptionist
Job Description : Accommodate Hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of occupied rooms and Guest's accounts, making and confirming reservations, presenting Statements, and collecting payments from departing guests.

Dates : From Oct. 2011 till Oct. 2012
Employer : Vodafone Egypt Telecommunications
Job title : Customer Service Representative (High Value Team)
Job Description :

- Provide Vodafone Egypt high customers with all required information related to the company products and services with delighting them with a superior customer service.
- Providing guidance in areas of professional matters as requested or needed.
- Applying FCR concept for all customer's inquires.
- Follow up on all customers related issues and provide timely feedback.
- Provide customers with superior recommendations and actions, and be a driver for customer's satisfaction and loyalty.