

MARINA MAGDY

E-mail: marina.2626@yahoo.com Phone: +201224577765

Address: Nasr city – Cairo, Egypt.

<https://www.linkedin.com/in/marina-magdy-017931164>



CAREER OBJECTIVE

Highly motivated, 7 years of experience in administration work, target oriented, enthusiastic, and team leader who can meet deadlines and ensure that the highest standards of office organization are always maintained, with a wide range of transferable and communication skills. Proficient in:

- Computer programs.
 - Microsoft excel.
 - Microsoft word.
 - Microsoft outlook.
 - Three years of experience with customer service.
 - Fluent in English and advanced proficiency in Arabic language.
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CAREER HISTORY

2016 – Present: Admin Specialist at legal affairs, Wadi Degla Holding Company, Cairo.

- Implemented an effective administration system.
- Developed database to track inquiries about application status.
- Recording every received report in detail in organized lists for both members and staff reports.
- Redirecting these reports to each member in the team to investigate it.
- Communicating with other departments to collect the essential information required for the investigations.
- Perform investigation secretarial reports for the investigators.
- Performing monthly and annual statistics for the investigations decisions and sending them to the sector manager.
- Maintaining personal files, initiating personal requests, leave requests, leave records, and vacation schedules for the team members.
- Guided sending and receiving emails.
- Managing office operations and responding to telephone inquiries.
- Coordinating meetings and keep schedules.
- Handling electronic and printed files.

2013 – October 2016: Public Relations specialist, Wadi Degla Clubs Company, Cairo.

- Receiving clients' comments and redirecting them.
 - Interacted with almost 50 customers daily, built a strong customer base through providing guidance, resolving issues, and following up on requests.
 - Handle customers' feedback and resolve pending issues.
 - Facilitating communication between clients and other departments.
 - Providing clients with information about new promotional opportunities.
 - Perform customer services for VIP clients.
 - Supported promotional events such as conferences, open days, tours, and visits.
 - Perform data entry for customer's information.
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EDUCATION

- B.A. in Tourism Guiding, English section, Faculty of Arts, Ain Shams University, 2013.
 - G.C.S.E. Saint Fatima Language School, Nasr City – Cairo, 2009.
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SKILLS

- Communication skills with the ability to convey information clearly and effectively.
 - Teamwork skills, working collaboratively with others towards a common goal.
 - Leadership skills, leading and motivating others towards achieving a goal.
 - Time management skills with the ability to prioritize tasks and manage time effectively.
 - Attention to detail, paying close attention to small details to ensure accuracy and completeness.
 - Problem solving skills through analyzing and solving complex problems.
 - Adaptability in adjusting to new situations and environments quickly and efficiently.
 - Administrative skills: computing, planning, and scheduling.
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RELEVANT COURSES

- 2012: ICDL – Information Technology Center.
 - 2012: HR Course – Student Union of Faculty of Arts, Ain Shams University.
 - 2013: Track 2 English Conversation Course – CTC Academy.
 - 2018: Level 14 General English course – MBA Academy.
 - 2019: Business Administration course (Management) - HR International Business accredited by Ain Shams University.
 - 2021: Basic and Advanced Excel course - HR International Business.
 - 2023: English for career development online course – University of Pennsylvania (Coursera)
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LANGUAGES

- Arabic (mother tongue)
 - English (Excellent)
 - French (basic knowledge)
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PERSONAL INFORMATION

- Date & Place of Birth: June 7th, 1992 – Cairo, Egypt.
 - Nationality: Egyptian
 - Marital Status: Single
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REFERENCE

- Available upon request.