

# Esraa Abd EL Nasser Helal Mohamed

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## Career Objective:

+6 years' experience in Logistics, Marine Supplies, Administration with accounting background & Customer Service, A Customer Service position where my skills in customer service and enthusiasm will be used for improving customer service and expanding the company's profitability.

## Work Experience:

### ● Jan 2019 –Present

Logistics Operation Manager at "**Golden Sea Maritime Group**"- **VECOM MARINE NL**  
**Company Industry:** Marine Supplies (Oil, Chemicals, Safety Equipment, provision ...).

- Responsible for ensuring appropriate coordination between regional offices, Port Authorities and Local agent in different locations and provide appropriate support to facilitate operations.
- Handle and follow up marine supplies and operations.
- Manage suppliers to meet objectives related to cost, delivery performance, schedule and quality.
- Monitors, in coordination with the Clearance team & End users, the tracking activities regarding the delivery of shipments/ operations and confirms that the purchase orders details are met.
- Prepares operation reports and sends them to clients.
- Handle Customers Complains.

### ● Jan 2017 – Jan 2019

Office Manager Assistance\_ "**Golden Sea Maritime Group**"- **VECOM MARINE NL**  
**Company Industry:** Marine Supplies (Oil, Chemicals, Safety Equipment, provision ...).

- Responsible for inbound and outbound mails.
- Manage day to day activities and ensure that inquiries are well received and timely executed.
- Ensure that Lead work flow process is well executed and followed up.
- Communicates with customers in relation to service information, enquiries, order handling including amendments.
- Qualification documents collection, sign and archive.
- Prepare inquiries, POs, customer offers and invoices with a proper relevant coding.
- Documentation for all inquiries and orders with a proper relevant coding.
- Follow up payments with customers.
- Orders goods such as office supplies on a continuing basis in order to maintain certain inventory levels.
- Delegate responsibilities for dealing with Banks and Authorities.
- Represent our company in business meetings and events.

### ● Dec 2015- Sep 2016

Admin Assistance at "**Tiba for Import & Export**".  
**Company Industry:** Import & Export.

- 1- Manage day to day activities and ensure that inquiries are well received and timely executed.
- 2- Ensure that Lead work flow process is well executed and followed up.
- 3- Search for new suppliers and agents.
- 4- Qualification documents collection, sign and archive.
- 5- Represent our company in business meetings and events.
- 6- Prepare daily and weekly reports.
- 7- Prepare inquiries, customer offers and invoices with a proper relevant coding.
- 8- Prepare Purchase Orders.
- 9- Delegated responsibilities for dealing with Banks and Authorities.

- **Feb 2015- Jun 2015**

Executive Secretary at "**Infinity for Custom Clearance**"

**Company Industry:** Freight Forwarding & Customs Clearance.

- 1- Execute customer's demands.
- 2- Handle and deal with customers complains.
- 3- Prepare customers offers with a proper relevant coding.
- 4- Qualification documents collection, sign and archive.
- 5- Prepare daily and weekly reports.

- **Feb 2012- March 2013**

General Coordinator at "**Mersin for International Trade & Shipping Services**"

**Company Industry:** Freight Forwarding.

### **Courses & Scholarship:**

- Microsoft office packages (word, excel, power point, outlook).
- Principles of financial accounting Diploma.
- Small Business Development Funded by SHELL - British Council.
- Human resources Course.
- Marketing courses.
- **Women at work Programfor University Graduate scholarship From AMIDEAST & funded by American Consulate.**
  - ✓ 90 hours of Workplace English training.
  - ✓ 39 hours of Computer Skills.
  - ✓ Workplace Skills and Competency Building Which included the following workshops on "Problem Solving and Decision Making", "Time Management" and "Presentation Skills".
  - ✓ Introduction to Career Building which included the following workshops on "Introduction to Administrative Skills", "Basic Customer Service", "Human Resources Management Essentials" and "Selling Smarter for Sales Purposes".
  - ✓ Career Planning which included the following topics "Career Planning and Self-Assessment" and "Job Preparation"
  - ✓ TOT "Training of Trainee"

### **Education:**

**B.Sc Faculty of Commerce – Account Department - Alexandria University.**

**Class :** (2015)

**General Grade:** Good.

### **Language:**

- **Arabic:** Mother Tongue.
- **English:** Fluent.

### **Personal Skills:**

- Strong computer skills dealing with Microsoft Office Word, Excel, PowerPoint.
- Strong administrative and coordinating skills.
- High level of confidentiality and discretion.
- Scheduling, Problem Solving, Leading, Time Management and Negotiation Skills.
- Like to achieve the goals required from me much as I could, and like to learn to gain new experience.
- Customer Service Skills: dealing with different kinds of customer and handling their needs successfully and cheerfully.
- Have strong analytical and problem solving skills: ability to assess a problem and determine an effective course of action.
- Able to handle multiple tasks with minimum supervision in a high-pressure environment.
- Likes to work as part of a team but equally comfortable working alone.

- **References:**

Available upon request.