

MARWA TAWFIK ZAKI

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Professional Work Experience:

○ Office manager

Arab Perfume, Chemicals
& Pharmaceutical
Company
July. 2021 – Present



Main Responsibilities & duties;

- ✓ Being the link between the ceo and the other sectors (registration , procurement , production and the scientific department).
- ✓ Distribute the tasks assigned to the sectors such as registration , procurement and production
- ✓ Communicate with factories to find out the possibility of manufacturing our products and to know the prices and to finish all necessary procedures to start manufacturing.
- ✓ Reviewing the product's designs with the designer then sending them to the production sector and the scientific office for review before the actual printing.
- ✓ Follow up the internal manufacturing plan with the purchasing department and providing raw materials and packaging materials for the preparations to send it to factories to prevent manufacturing disruption.
- ✓ Follow up with the factories and request a detailed inventory of the remaining raw materials and packaging materials in order to prevent production disruption.
- ✓ Responsible for the itinerary of the company's cars Directing the daily traffic to receive raw materials or packaging materials to be sent to the factories.
- ✓ Follow up with all the departments to keep the work flow.
- ✓ Send production plans via email to the factories and follow up with it throughout our time schedule.
- ✓ Follow-up with factories to ensure the implementation of the production plan until the final release.
- ✓ Follow up with the registration department in all matters related to the preparations of the drugs and manufacturing it.
- ✓ Responsible for the organization and coordination of office operations, procedures and resources to facilitate effectiveness and efficiency for the entire organization.
- ✓ Manage and maintain the Board of Directors' calendar including scheduling appointments, internal/external meetings and conference calls.
- ✓ Coordinate THE BOARD OF DIRECTORS' travel itineraries, flights, hotel accommodation, rental car and other travel needs.
- ✓ Secure appropriate signatures and track documents through the approval process on behalf of the Board of Directors
- ✓ Support other Senior Management staff on other projects as needed.
- ✓ Prepare agendas for meetings, briefing materials and presentations as needed to support the Board of Directors.
- ✓ Preparing financial statements, reports, memos, invoices letters, and other documents.
- ✓ Filing and retrieving corporate records, documents, and reports.
- ✓ Researching and conducting data to prepare documents for review and presentation by boards of directors, committees, and executives.
- ✓ Accurately recording minutes from meetings.

- ✓ Reading and analyzing incoming memos, submissions, and distributing them as needed.
- ✓ Ensure that all documents in the employees' files comply with documents needed as set by the labor law and social insurance.
- ✓ Insurance application and the hiring documents with all new employees and maintain it in the employee files.
- ✓ Assists in career development issues, discussing career paths with line managers and recommending suitable candidates for promotion.
- ✓ Follow up our lawyer office.
- ✓ Follow up validity of contracts for the permanent and temporary personnel.
- ✓ Implement guidelines, deadlines and procedures for the processing of payroll. Check the calculations of taxes and social security (Employee and employer shares) Make any Investigation According Labor Law.

○ **Office manager & Admin**

AlRabat Business Group
COMPANY: -
July. 2018 – 2021



Main Responsibilities & duties;

- ✓ Receive quotations from companies regarding site instructions.
- ✓ Comparing between the prices of multiple companies, and ensures that they include company signature, terms, selling price, etc.
- ✓ Create purchase orders and follow up on the transfer and receipt of the orders.
- ✓ Responsible for the organization and coordination of office operations, procedures and resources to facilitate effectiveness and efficiency for the entire organization.
- ✓ Support activities and assistance to the Board of Directors to facilitate the efficient operation of the organization.
- ✓ Manage and maintain the Board of Directors' calendar including scheduling appointments, internal/external meetings and conference calls.
- ✓ Coordinate THE BOARD OF DIRECTORS' travel itineraries, flights, hotel accommodation, rental car and other travel needs.
- ✓ Draft and edit correspondence, communications, presentations and other documents on behalf of the Board of Directors.
- ✓ Secure appropriate signatures and track documents through the approval process on behalf of the Board of Directors
- ✓ Serve as a liaison with internal staff at all levels.
- ✓ Support other Senior Management staff on other projects as needed.
- ✓ Prepare agendas for meetings, briefing materials and presentations as needed to support the Board of Directors Provide administrative support to the board members.
- ✓ Preparing financial statements, reports, memos, invoices letters, and other documents.
- ✓ Filing and retrieving corporate records, documents, and reports.
- ✓ Researching and conducting data to prepare documents for review and presentation by boards of directors, committees, and executives.
- ✓ Accurately recording minutes from meetings.
- ✓ Reading and analyzing incoming memos, submissions, and distributing them as needed.
- ✓ Ensure that all documents in the employees' files comply with documents needed as set by the labor law and social insurance.
- ✓ Handle all hiring issues such as employment contract, social
- ✓ Insurance application and the hiring documents with all new employees and maintain it in the employee files.
- ✓ Assists in career development issues, discussing career paths with line managers and recommending suitable candidates for promotion.
- ✓ Coordinate and negotiate with medical insurance companies (Care plus) to have the best services to our employees.
- ✓ Follow up our lawyer office.
- ✓ Follow up validity of contracts for the permanent and temporary personnel.
- ✓ Experience as a virtual assistant.

- **Senior HR & Admin Specialist**
EMA Pharm
Pharmaceutical Industries:
-
April. 2017 – June. 2018



- ✓ Provide general administrative support.
- ✓ Managing matters affecting social insurance, labor office and expatriate work permit. (Creating Form 6,1 and 2 for resigns and new hires and for employees already exist).
- ✓ Implement guidelines, deadlines and procedures for the processing of payroll. Check the calculations of taxes and social security (Employee and employer shares) Make any Investigation According Labor Law.
- ✓
- Main responsibilities and duties;**
 - ✓ Receive quotations from companies regarding the purchase of empty capsules and the purchase of raw materials used in the manufacture of medicines
 - ✓ Review application pricing to ensure completeness, and to ensure that it includes company signature, terms, sale price, etc.
 - ✓ Create purchase orders and follow up the transfer and receipt.
 - ✓ It verifies receipts against ordering capsules, raw materials, and vendor packing lists.
 - ✓ Maintains an accurate account of both central stock and off-site inventory by controlling inventory and properly recording all stock transactions in the system
 - ✓ Processes administrative and office management details: tickets, hotels and cars rentals.
 - ✓ Make deals with travel agencies, and other suppliers for the administration and communication departments
 - ✓ Follow up the lawyer's offices
 - ✓ Coordinate and negotiate with medical insurance companies, med life has the best services to our employees.
 - ✓ Review medical subscriptions and reimbursements
 - ✓ Prepare all HR letters issued to staff.
 - ✓ Check the calculations of taxes and social security (Employee and employer shares) Make Monthly Bank transfers and follow up opening accounts for the employees.
 - ✓ Prepare Monthly Mobile Invoices report to Deduct from Employees Ceiling According Compensation Policy Make any Investigation According Labor Law
 - ✓ Managing matters affecting social insurance, labor office and expatriate work permit. (Creating Form 6,1 and 2 for resigns and new hires and for employees already exist).
 - ✓ Coordinate and negotiate with medical insurance companies (Egy Care, Care plus, Alico) to have the best services to our employees
 - ✓ Maintenance of all personnel files, following up validity of contracts for the permanent and temporary personnel .

- **Office Manager**
PRIMA Pharm
Pharmaceutical Production:
June 2016 – March. 2017



- Main responsibilities and duties;**
 - ✓ Supports company operations by maintaining office systems and supervising staff.
 - ✓ Keeps management informed by reviewing and analyzing special reports; summarizing information; identifying trends
 - ✓ Organize and schedule meetings and appointments
 - ✓ Manage relationships with vendors, service providers and landlord, ensuring that all items are invoiced and paid on time
 - ✓ Responsible for managing office services by ensuring office operations and procedures are organized, correspondences are controlled, filing systems are designed, supply requisitions are reviewed and approved and that clerical functions are properly assigned and monitored
 - ✓ Ensure office efficiency is maintained by carrying out planning and execution of equipment procurement, layouts and office systems
 - ✓ Assign and monitor clerical, administrative and secretarial responsibilities and tasks among office staff

- **Warehouse officer**
Pharma-cure
Pharmaceutical
Industries: -
Feb. 2015 – April 2016



Main responsibilities & Duties;

- ✓ Manage and organize delivering the orders on time to the distributor to ensure customer satisfaction.
- ✓ Review and analyze warehouse stock to ensure there is no overstock to maintain the company's goods.
- ✓ Review and follow up the return orders to identify the reasons and to control it.
- ✓ Review and follow up all products, which did not deliver to the customer due to problem in picking to ensure customer satisfaction.
- ✓ Manage and follow up "scanning expire process" to remove all products that are near to be expired with quality staff
- ✓ Participate to apply all received memos come from the ministry of health to ensure saving the company's image.
- ✓ Ensure the availability of all operations tools and equipment to ensure no work interruptions.
- ✓ Follow up with maintenance concerned employees the operation tools and equipment to ensure smooth work operations.
- ✓ Participate in calculating incentives for the warehouse team.
- ✓ Communicate and resolve any escalated problems related to the warehouse along with all concerned parties to ensure smooth work operations.
- ✓ Review and analyze frequent reports regarding rounds, transfers, stock modifications, cycle count, headcount, damage...etc. to ensure following department KPIs and achieving department objectives.

- **The Office of Counselor**
Mohamed Smouka Is the
Agent of Legal Affairs
for Etisalat And
Vodafone
Mid. 2013 To Jan 2015.

Main responsibilities & Duties;

- ✓ Contacting debt-holders who defaulted on installments for a period of more than 3 consecutive installments.
- ✓ Access with them to the method of repaying these debts, whether for personal loans or their visa & master card
- ✓ This is done in order to close the account and give the customer his clearance

- **Data Entry officer**
Orman Charitable
Association:
Feb. 2012 – Jan. 2013

Main Responsibilities & duties;

- ✓ Manage large amounts of incoming calls.
- ✓ Adding and updating Database.
- ✓ Follow communication procedures, guidelines and policies.



- **Call Center Agent**
Resale Charity
Organization: -
April 2010 – Jan. 2012



Main Responsibilities & duties;

- ✓ Answer all incoming and outgoing calls of the call center to respond to customers' requests and achieve customer satisfaction.
- ✓ Provide follow up, occasional campaigns and call backs blended with normal inbound calls to solve customer complaints.
- ✓ Investigate all inquiries, requests and complaints received via all channels available to validate and escalate customer problems.
- ✓ Communicate with other Customer Care departments to deliver customer feedback and respond to all relevant customer inquiries.
- ✓ Provide proper information to customers in a clear and comprehensive way to increase their understanding of the company products and services.

- ✓ Work on achieving own objectives effectively and efficiently in alignment with the company strategy and with respect to its policies and best practices.
- ✓ Use available learning methods and tools to develop own skills.
- ✓ Use the available tools and systems to document customer requests and to provide the correct information and services.
- ✓ Update own awareness of all the services and products provided by the company.
- ✓ Escalate problems, report suspected fraud and provides relevant feedback to the Management in order to be updated with customer problems.

Education

- Bachelor of Arts - Physiological studies major – Class 2010
Ain Shams University – Cairo, Egypt

Training Skills, Knowledge & Course attended:

- English language courses at the Language Institute of the Armed Forces.
- HR professional Certificate at HCC – Human Capital Community
- Training course in human resources management and successful leader in Al-Ahram newspaper.
- ICDL certificate from the Institute of Information Systems of the Armed Forces.

Key Strengths:

- Logical, Sound Judgment, People oriented, service oriented, Resourceful and well organized
- Multitasking, Multi-skills, Creative, Fast learner, Results driven and Team player.
- Extremely hardworking, dedicated, Self-motivated and confident.

Personal Information:

Residential location: Alf Maskan
Marital status: Single

Languages:

Arabic: Mother tongue
English: Excellent
French: Fair