

# NERMEEN MAMDOUH

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## PROFESSIONAL SUMMARY

Administrative Officer with 12 years of experience delivering high-quality administrative assistance. Manages diaries and projects with exceptional planning skills. Hard-working with strong organizational skills. Achieves company goals through exceptional planning and prioritization.

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## CONTACT

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## WORK HISTORY

### **Administrative Senior Executive, 07/2012 to Current**

#### **Kemet Medical - Cairo , Egypt**

- Prioritized incoming communications to filter out basic requests and minimize disruptions.
- Offered excellent customer service to colleagues and external representatives, maintaining company reputation.
- Collated information for reporting purposes to enable business progress monitoring.
- Established workflow processes and implemented modifications to improve administrative operations.
- Organized filing system for important and confidential office documents.
- Kept files organized and up-to-date for accurate record-keeping purposes.
- Drafted documents and reports for management review.
- Screened incoming phone calls and relayed detailed messages.
- Met deadlines on admin tasks to minimize disruption to colleagues and workflows.
- Quickly learned and applied new skills to daily tasks, improving efficiency and productivity.
- Analyzed data and information to identify issues and create tailored solutions.

### **Administrative assistant, 07/2007 to 05/2008**

#### **Western Pharmaceutical Industries - Cairo , Egypt**

- Assisted with financial tracking and budget enforcement by approving financial expenditures.
- Reviewed documents for staff to proofread for errors, correct formatting and verify factual information.
- Classified physical and digital documentation with correct codes.

### **Training assistant, 05/2006 to 10/2006**

#### **El Ahly Bank - Cairo , Egypt**

- Updated and modified training syllabus to stay ahead of industry

## SKILLS

- Relationship building
  - Letter writing
  - Schedule management
  - Appointment setting
  - Presentation design
  - Confidentiality understanding
  - Microsoft Office proficiency
  - Data entry
  - Preparing contracts
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developments and maintain relevancy.

- Generated Key Performance Indicator reporting to drive better performance.
  - Liaised with SMEs to evaluate and improve training curriculum.
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## EDUCATION

**Master of Foreign Trade Logistics , Foreign Trade , 11/2023**

**AAST** - Cairo , Egypt

**Bachelor of Foreign Trade , Foreign Trade, 07/2007**

**Helwan University** - Cairo , Egypt

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