

# Basma Ali

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## Education

FACULTY OF LITERATURE | 2022 | AL AZHAR UNIVERSITY, CAIRO-EGYPT

## CAREER OBJECTIVE:

To work in an organization where I can use my experience & skills in administration of facilities for the benefit of the organization whilst improving my knowledge & experience. Bringing strong procurement, negotiation and people skills with managing and help the employees.

## Work history



CHAIRMAN OFFICE MANAGER | REAL MARK

AUGUST 2017 - PRESENT

### RESPONSILTYES:

- SCHEDULING APPOINTMENTS AND MEETINGS FOR CEO, CCO.
- FOLLOWING UP AND REVISING ON CONTRACTS, FINANCIAL DEMAND AND ENVELOPES.
- FOLLOW UP ON THE COMPANY'S SYSTEM (CRM) AND ENSURE ALL DATA IS ENTERED AND ACCURATELY PRESENTED.
- MAKING DAILY LEADS REPORTS FOR SALES FROM THE (CRM)
- FOLLOW UP ON INTERNAL TASKS.
- COORDINATES WITH DIFFERENT DEPARTMENTS TO ACHIEVE OPTIMAL WORK PRODUCTION ACROSS THE BOARD.
- HANDLING AND COORDINATING DIGITAL TASKS UNDER THE SUPERVISION OF THE DIGITAL MARKETING MANAGER.
- HANDLE AND ENSURE PROPER EXECUTION OF ALL CORRESPONDENCE OF THE CHAIRMAN AND MANAGING DIRECTOR.
- ARRANGE FOR BOARD MEETINGS AND GENERAL ASSEMBLY AND PERFORM ALL DUTIES OF THE SECRETARY OF THE BOARD.
- TAKE MINUTES OF MEETINGS AND ENSURE PROPER DISTRIBUTION OF COPIES TO PARTICIPANTS.
- SCREENING TELEPHONE CALLS, INQUIRIES AND REQUESTS AND HANDLING THEM WHEN APPROPRIATE.
- ENSURE PROPER FOLLOW-UP ON PENDING MATTERS AND BRING IT UP TO THE ATTENTION OF THE CHAIRMAN AND MANAGING DIRECTOR.



INSURANCE MANAGER | MAJESTIC AUTOMOTIVE

DECEMBER 2014 - JULY 2017

### RESPONSILTYES:

- COORDINATING OTHER CORPORATES UNDER THE BRAND NAME OF (MAJESTIC AUTOMOTIVE)
- MAKING INBOUND CALLS WITH VIP COSTUMERS
- FOLLOWING UP ON INBOUND / OUTBOUND CALLS OF ALL TEAMS IN THE MAIN COMPANY

BESIDE THE OTHER CORPORATES.

- SCHEDULING APPOINTMENTS FOR CAR SERVICES AND CHECKUPS.
- RECEIVING AND REVISING THE INSURANCE DOCUMENTS.
- REVISING MONTHLY FINANCIAL STATEMENTS FOR THE MAIN COMPANY BESIDE THE 3 OTHER ACCOUNTS.
- COORDINATING AND HANDLING CUSTOMER COMPLAINS.
- MANAGE THE MAINTENANCE, DEVELOPMENT, PERFORMANCE, GOVERNANCE, ADMINISTRATION AND DELIVERY OF THE INSURANCE PROVISION FOR THE ORGANISATION TO PRODUCE AN EFFICIENT SERVICE AND DELIVERY SOLUTION, MAXIMISING EFFICIENCY, PERFORMANCE AND BEST VALUE AGAINST PRE-AGREED TARGETS.
- ENSURING THAT THE INSURANCE TEAM UNDERSTANDS ITS DUTIES AND ITS ROLE WITHIN THE ORGANISATION
- RESPONSIBILITY TO ADHERE TO AGREED CRITERIA AND BUDGETS AND PLAN TO MAXIMISE EFFICIENCY, BEST VALUE AND PERFORMANCE
- MEET YOUR TARGETS AND THOSE OF THE TEAM AND ORGANISATION AS A WHOLE
- THE SMOOTH RUNNING OF THE OF THE TEAM AND ORGANISATION AS A WHOLE
- CONTRIBUTE TO TRAINING AND DEVELOPMENT OF THE TEAM AND ORGANISATION AS A WHOLE
- ASSIST LINE MANAGER IN ACHIEVING MAXIMUM CUSTOMER SATISFACTION IN ACCORDANCE WITH ORGANISATION PLANS
- MAINTAIN RESPONSIBILITY FOR PERFORMING ALL DUTIES IN COMPLIANCE WITH RELATED LEGAL/STATUTORY, REGULATIONS, PROFESSIONAL STANDARDS, RESPONSIBILITIES AND OBLIGATIONS AND INSERT AS APPLICABLE
- MANAGE, DIRECT AND MONITOR INSURANCE ACTIVITIES AND THE OVERALL PERFORMANCE OF THE TEAM TO INCREASE EFFICIENCY AND MAXIMISE PERFORMANCE
- GENERAL ADMINISTRATION OF ALL INSURANCE PROVISIONS INCLUDING CLAIMS
- EFFECTIVE LIAISON, SUPPORT AND ASSISTANCE WITH THE WHOLE OF THE ORGANISATION
- MAINTAIN AND IMPROVE MECHANISMS FOR THE PROVISION OF INSURANCE, INCLUDING SURVEYING AND MEASURING GOVERNANCE, PERFORMANCE, ADMINISTRATION AND OUTCOMES AND DISSEMINATE FEEDBACK TO THE APPROPRIATE PERSONS/ENTITIES
- UTILISE SYSTEMS TO MANAGE INSURANCE FUNCTIONS, ANALYSIS AND DOCUMENTATION

 PR MANAGER | EL ABTESAMA ORPHANAGE

OCTOBER 2013 - NOVEMBER 2014

#### RESPONSILTYES:

- PROVIDE FEEDBACK ON THE EFFICIENCY OF THE CUSTOMER SERVICE PROCESS.
- FOLLOW UP ON CUSTOMER INTERACTIONS.
- RESOLVE ISSUES AND DIRECT REQUESTS.
- RECORD COMPLAINTS, INQUIRIES, AND COMMENTS.
- FOLLOWING UP ON OUTBOUND – INBOUND CALLS.
- ANSWER INBOUND VIP PHONE CALLS.
- RESPONSIBLE FOR BILLS, VOUCHERS.

**RESPONSILTYES:**

- Assisting the administrative department with clerical duties, such as organizing work schedules.
- Processing work orders, organizing invoices, and assisting admin staff with payroll.
- Performing office duties, such as answering phones, liaising with clients, or running errands.
- Scheduling management meetings, creating agendas, and attending meetings to record minutes.
- Compiling and distributing minutes of meetings to personnel.
- Managing daily office operations and maintaining an organized work environment.
- Assisting with the onboarding process of new personnel and providing any office-related training.
- Facilitating communication between management and personnel.
- Overseeing and interpreting the company's administrative policies and procedures.

**KEY SKILLS:**

- Exceptional knowledge of office management software, such as Trello, Slack, Google Suite, and MS Office Suite.
- Excellent managerial skills.
- Proficient Presentation Skills.
- Collaborator.
- Diligent and adaptive person.
- Detail oriented with ability to spot errors.
- Excellent writing skills.
- Strong analytical and organizational skills.
- Exceptional interpersonal and communication skills.
- Ability to multitask and to work well in a fast-paced environment.

**Languages:**

**Arabic:** Native language

**English:** G o o d Speaking & writing

**Joining Status:** Immediately.