

AMAL FATHI ASSAL



WORK EXPERIENCES

GOPA Infra GmbH

15 April 2022 – 31 Aug.2023

Office Manager

- Serve as the point person for office manager duties including:
- Maintenance – Mailing – Equipment – Bills- Schedule meetings and appointments
- Organize the office layout and order stationery and equipment - Maintain the office condition and arrange necessary repairs - Partner with HR to update and maintain office policies as necessary
- Organize office operations and procedures
- Coordinate with IT department on all office equipment
- Ensure that all items are invoiced and paid on time
- Manage contract and price negotiations with office vendors, service providers and office lease
- Assist in the onboarding process for new hires
- Address employees queries regarding office management issues (e.g. stationery, Hardware and travel arrangements) - Liaise with facility management vendors, including cleaning, catering and security services. Plan in-house or off-site activities, like parties, celebrations and conferences.

Delight for Food Industries.

01 August 2020 – 04 April 2022

Administrative Manager/Operation manager

- Setting vision, missions and company strategies, construct and update the company strategic plan and its business plan that can drive the company directions.
- productivity and goal achievement and to determine areas needing cost reduction and program improvement.
- Establish and implement departmental policies, goals, objectives, and procedures, conferring with board members, organization officials, and staff members as necessary.
- Plan and direct activities such as sales promotions, coordinating with other department heads as required.
- Determine goods and services to be sold, and set prices and credit terms, based on forecasts of customer demand.
- Prepare and coordinate with external parties as required for any external meetings for the upper management.
- Organize all aspects of business trips; reservation of hotels, flight tickets, and apartment arrangement for customers or suppliers.
- Distribute and dispatch seasonal gifts and greetings to customers.
- Research market for further awareness of raw materials.
- Check and coordinate all e-mail communication regarding the upper management.
- Coordination between any department and the upper management.
- Coordinate and follow up on training plan and set suitable dates in alignment with trainee/employee schedules.
- Follow up with the accounting department on overdue payments that have been invoiced.
- Handle internal and external correspondence and filing.
- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications
- Greet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs - Set up and maintain paper and electronic filing systems for records, correspondence, and other material - Locate and attach appropriate files to incoming correspondence requiring replies.

- Open, read, route, and distribute incoming mail or other materials and answer routine letters. Complete forms in accordance with company procedures - Compose, type, and distribute meeting notes, routine correspondence, and reports - Handle all Facility Management and support services (Security, Maintenance and Cleaning workers).

CDM Smith International Inc.

12 August 2018 – 31 July 2020

Administrative Manager/Human Resources Liaison supports the Chief of Party, Deputy Chief of Party, Accounting and Finance Specialist, and DAS Senior HR Business Partner and program objectives by providing overall management office administration, project administration, vehicle fleet management, finance support, and people program support. This position reports to the Chief of Party but will also have direction provided by the Accounting and Finance Specialist and the DAS Senior HR Business Partner. Manage immigration requirements for international staff (e.g., work permits and visa extensions).

Administrative HR Support, Integrated Water Solutions Support (IWSS), USAID, EGYPT – Cairo, 2 Years (12 Aug. 2018 – July 2020).

1 - Administrative Management/Finance Support

- In close cooperation with the Accounting and Finance Specialist, ensure the security of petty cash and supervise the petty cash account in support of local expenses.
- Support internal financial controls are followed for all cash disbursements, receipts and transfers. Follow rules for Petty Cash payouts: Advances/Expense Claims/Payments/Disbursements, etc.
- Support processing of employee expense reimbursement and reconciliations.
- Ensure compliance with the rules, regulations and procedures of CDM Smith and client's agencies as they apply to local administration.
- Prepare local consulting agreements and ensure consultants submit timesheets that will be used as a basis for their payment. All consultant fee payments will be made in coordination with the Accounting and Finance Specialist and all local consultant agreements will be prepared and managed under the direction of the Home Office Subcontracts Manager.
- Manage immigration requirements for international staff (e.g., work permits and visa extensions).
- Supervise persons contracted to provide facility cleaning and/or repairs and ensure office cleanliness.

2 - Human Resources Liaison

- Work with Chief of Party and DAS Senior HR Business Partner to ensure that employment agreements are tracked and updated as needed.
- Manage the security and completeness of HR files. These need to be stored appropriately per local legal guidelines.
- Support development and management of a CDM MISR Employee Handbook and ensure guidelines are known in the office and are being followed.
- Ensure that all CDM MISR staff prepare timesheets on a daily basis and submit time sheets for review/approval at prescribed intervals.
- Coordinate with the Accounting and Finance Specialist to accurately track leave balances (annual leave, sick leave, holiday, and other leave types) for local staff time and ensure timesheets are accurate.
- Provide support to local employees on logistics of the annual performance review process. Help the Chief of Party manage the development of local employee annual goals and participation in firm wide annual performance reviews.
- Identify possible sources for advice in the selection, review, and management of local benefits programs under the guidance of DAS Senior HR Business Partner, Corporate Benefits, and project leadership:
 - Medical insurance - Office and commodity damage and theft coverage
 - Other areas as approved.
- Be thoroughly familiar CDM Smith Enterprise Policies, SharePoint Resources, and act as resource to Chief of Party, Deputy Chief of Party, and MISR team for company resources.
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- Support hiring of new employees through completion of job description/terms of reference (TOR), Request to Hire (RTH), completion of employment application, initiation of background check through company, and develop draft of employment contract under guidance from DAS Senior HR Business Partner.
- Ensure all CDM Smith local employees are kept informed on personnel issues, holidays, and related office matters. Elevate employee relations issues to Chief of Party and DAS Senior HR Business Partner as needed.
- Keep abreast of all government policies, labor law changes, declarations, and notices impacting operations, offices, and staff in Egypt.

3 - Vehicle Fleet Management

- Communicate with staff to have up to date information and good understanding of project transport needs in order to schedule/organize movements. Arrange transport for all staff, including visiting staff.
- Coordinate vehicle movement for project staff and maintain records to ensure that transportation requirements of the office are met.
- Schedule and communicate clearly with CDM Smith drivers daily to ensure that staff transportation requirements, as well as requirements to transport courier documents, field equipment, etc. are met. Ensure that the driver schedule is available and clearly communicated to project staff at all times.
- Ensure that drivers are not scheduled for travel unless all advances are cleared.
- Oversee drivers' duties and responsibilities. Project vehicles are to be used exclusively for project work only, and the usage of vehicles is governed by strict policies.
- Oversee that vehicle refueling, maintenance and cleaning is performed as needed (interior/exterior are kept clean, etc.).
- Schedule for services to ensure vehicles are in good working condition (functional seat belts, spare tires, bottled water, fire extinguishers, tool kit, roadside warning triangles, etc.) and always ready for the next day's transports.
- Oversee maintenance of records for vehicle information, such as:
 - Fuel usage - Odometer readings
 - General service records (oil/filter changes), repairs and maintenance (warranty or paid work)
 - Accident reports - Vehicle license and registrations/insurance
 - Driver's logbooks/licenses.

Delight for Food Industries L.L.C

07 Jan 2012 – August 2018

Office Manager

Primary Tasks:

A. Essential

- Greet Visitors in and outside company and assist in preparing for Meetings and Conferences.
- Set daily schedules with regards to internal and external meetings for the upper management.
- Prepare and coordinate with external parties as required for any external meetings for the upper management.
- Organize all aspects of business trips; reservation of hotels, flight tickets, and apartment arrangement for customers or suppliers.
- Distribute and dispatch seasonal gifts and greetings to customers.
- Research market for further awareness of raw materials.
- Check and coordinate all e-mail communication regarding the upper management.
- Coordination between any department and the upper management.
- Coordinate and follow up on training plan and set suitable dates in alignment with trainee/employee schedules.
- Follow up with the accounting department on overdue payments that have been invoiced.
- Handle internal and external correspondence and filing.

- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spread sheet, word processing, database management, and other applications
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals
- Greet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs
- Set up and maintain paper and electronic filing systems for records, correspondence, and other material
- Locate and attach appropriate files to incoming correspondence requiring replies.
- Open, read, route, and distribute incoming mail or other materials and answer routine letters
- Complete forms in accordance with company procedures
- Compose, type, and distribute meeting notes, routine correspondence, and reports
- Handle all Facility Management and support services (Security, Maintenance and Cleaning workers).
- Responsible for all human resources activities for the Hospitalities. Provide advice, assistance and follow-up on Hospital policies, procedures, and documentation. Coordinate the resolution of specific policy-related and procedural problems and inquiries.
- Handling the social and medical Insurance.
- Preparing the work contract for the acceptable candidates.
- Interview job applicants; review application. Resume; evaluate applicant skills and make recommendation regarding applicant's qualification.
- Assists in conducting performance appraisal Form.
- Interview the candidate and evaluate the core and function competencies.
- Receiving vacancies request and performing the search in accordance with the required qualifications and job descriptions.
- Responsible for planning the Interview schedule.
- Create job description, writing job advertising in various media channels.
- Screening CVs and handle phone interview.
- Referring candidates for interview with other organization and get their feedback, then follow up the hiring process.
- Coordinate with the finance Department to transfer the employee payroll monthly.
- Coordinate with QNB to prepare ATM cards for all employee to receive the salaries via ATM .

B. Marginal

- Maintains operating files of departmental information and prepares related reports.
Performs any tasks requested from direct manager

Areas of Responsibilities:

- Office Hospitality
- External & internal communication & team work .
- Positive and self-motivated.
- Planning skills and decision-making.

Education, Skills:

- Bachelor's degree
- 25 years' experience as office manager.
- Good skills in Microsoft office and Internet.
- Excellent in English Language.
- Data Entry skills.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Excellent English, verbal / written communication
- Ability to work well through others.
- Strong leadership and interpersonal skills

- Good Communication and Customer service skills

Field Sons Oil Services “FSOS”

01 June 2011 – 31 Oct. 2011

General Manager Executive Assistant

- Prepare and manage correspondence, reports and documents.
- Responsible for travel arrangements ticketing, hotel reservation and issuing required visas.
- Organize and coordinate meeting, conference.
- Take type and distribute office correspondence, letters and minutes of meetings.
- Implement and maintain office systems.
- Maintain schedules and calendars.
- Receive, direct and replay telephone messages.
- File data and perform other routine clerical and administration tasks as assigned and for other departments as need.
- Provide administrative support to the G.M. office.

CDM International Inc. Association with Dr. Ahmed Abdel Wraith

30 Sep. 2006 – 31 Mar. 2011

For the Egypt Infrastructure Improvements Project – Secondary Cities USAID Project Water and Wastewater Full Design and Construction Management Services and the Environmental Assessment Rehabilitation of Water and Wastewater Treatment Project in the Cities (Fayoum, Luxor and Mansoura).

Executive Assistant

To provide an efficient and responsive administrative, and organizational to the Project Manager, helping him to manage and priorities his time.

Ensure diary commitments, papers, and travel arrangements are managed effectively including preparing and presenting a dairy folder with diary, necessary papers, troubleshooting problems and the suggested solution etc.

- Filter general information, queries, phone calls and invitations to the General Manager by redirection or taking forward such contact as appropriate.
- Responsible for all the incoming Mail/Faxes/TNT pouch, incoming and outgoing letters
- Coordinate the correspondence between Cairo Head Office and the sites Offices (Fayoum, Luxor & Mansour) also prepare and collecting Arabic reports concerning all the monthly updating data for all the three sites. Prepare and typing all the Environmental Assessment Reports, and all the minutes of the monthly meeting, Make All the booking for the Hotel reservation and the booking for the airline ticket and the meet & assistance the expatriates staff and the local staff.

CDM International Inc. Association with Dr. Ahmed Abdel Warith

01 July 2001 – 30 Sep.1006

For the Construction Management for the Secondary Cities Project USAID Project No.263-0236, water and Wastewater Full Design and Construction Management Services and the environmental assessment rehabilitation of Water and Wastewater Treatment Project in the seven cities (Nuweiba, Mansoura, Luxor, Kom Ombo, Darawo and Nasr City) including rehabilitation expansion of the associated and collection system funded by USAID with total amount of US\$325 Million with local fund of 180 million.

Executive Secretary

- Prepare and typing all the variation orders, interim statement and all the minutes of the monthly meeting also responsible for all the secretarial duties.
- Preparing offers, proposals, presentations, training materials etc.
- Establishing excellent filling system, both manual and computerized.
- Prepare all the requirements report and internal Memos.
- Handling information and data (phone calls – Emails – faxes - letters) to specific department’s staff for immediate actions. Response to the customer’s inquiries.

ABB SUSA – Egypt Operation

Aug. 2000 – July 2001

Chief Secretary

- Assistance for the General Manager & the Vice President by performing a secretarial and office management work.
- Responsible for all the meeting and co-ordination with the other companies.
- Arrange appointments, Hotel reservation, airline tickets booking.
- Responsible for all the incoming mail/faxes/ FedEx international and local pouch.
- Sending and receiving the email messages (by using the LOTUS Notes) and submittal review comments from / to the home office in New Jersey.

Black & Veatch Int'l / Montgomery Waston Associates with SABBOUR

Dec. 1995 – Aug.2000

American Joint Venture

(Consulting Engineers for Canal Cities Project Phase) A \$500 Million Project Financed by United State Agency for International Development (USAID Project No.263-0174). Construction of 3-Wastewater Treatment Plants at Canal Cities.

Chief Secretary

Assistance for the Project Director by Performing a secretarial and office management work and coordinate between Cairo Office and the Site Offices (Suez, Ismailia and Port Said) as follows:

- Assist the Project Director with drafting non-technical memorandums, Faxes & Letters.
- Implement new file system and files keeping including correspondence, specifications, drawings and shop drawing & submittals.
- Coordinate the correspondence between Cairo Head office and the three site offices.
- Arrangement for the weekly and monthly meeting for the three sites and issue the Agenda and the minutes of meetings.
- Arrange appointments, hotel reservation, Airline tickets booking and organize the office operations and procedures for the efficient flow of work within the Head Offices.
- Sending and receiving the E-mail messages, Submittal review comment from/to both Home Office in Kansas City and Californian and distributed to the appropriate persons.

Black & Veatch Int'l / Montgomery Watson Associates with Sabbour

01 Jan 1993 – 30 Dec.1995

American Joint Venture

(Consulting Engineers for Canal Cities Project Phase) A \$500 Million Project Financed by United State Agency for International Development (USAID Project No.263-0174). Construction of 3-Wastewater Treatment Plants at Canal Cities.

Senior Secretary

- Processing all outgoing & incoming letters.
- Preparing the international pouches and performing other secretarial duties as required.
- Typing all the Arabic documents using Arab Word Processing.

SABBOUR Association in joint venture with AMBRIC

1989 –1993

Senior Secretary

- Used Wang Word Processing or WordPerfect computer programs in preparing all variation orders, interim statements, legal opinions, monthly construction claims report, and the summary for monthly report for approximately 25 construction contracts.
- Used Lotus 123 and Quattro Pro Spreadsheets in preparing cost analysis reports.

Mobil Oil Libya LTD

01 Jan. 1985 – 26 Feb. 1989

Worked for three years as a senior Secretary in the Accounting Department. Prepared and processed checks and request for payment in English and Arabic on the Amstrad computers system. Also prepared the summary sheet for the reports maintained the filing system for the Accounting Department.

Also worked for two years in the Training Center preparing and processing all the training courses for each department.

Senior Secretary

- Coordinating between departments. prepare and manage correspondence, reports and documents.
- implement and maintain office systems.
- maintain schedules and calendars.
- handle incoming mail and other material.
- Set up and maintain filing systems.
- operate office equipment.
- liaison with internal and external contacts.
- maintain databases.
- set up work procedures.
- Arrange and confirm appointments.

PERSONAL DATA

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- **Education:** B.Sc. from the Department of Agriculture, in Agriculture Economics in August 1985 from El-Fatah University – Libya.
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