

Eman Shaaban Salem Ahmed

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Personal Information:

- **Date of Birth:** August 26th 1990
- **Nationality:** Egyptian
- **Marital Status:** Single
- **Gender:** Female

Career Objective: A position as A Secretary for company allowing me to develop my previous experience in this field because I worked as A Secretary Several times.

Education:

Faculty of Commerce, Cairo University.

From 2009 to 2012

- Bachelor of Accounting department.
- Final Year Grade: Good

Institute of Administration and Secretarial.

From 2007 to 2009

- Bachelor of Administration
- GPA: 1419 / 2000 point (70.95%)
- Grade: Good

Work Experience:

- **Technical Center for Electrical Grills. VOTA** –Front Office- Aug 2020 till Now

Description:

- Scheduling POs. To Hyper markets & Sales Persons.
- Meet and greet visitors of office and direct them to concerned employee to meet guests.
- Pick up and deliver the mail.
- Answer all incoming calls and handle caller's inquiries whenever possible.

- **Bright Air for Air-conditioner.** – Secretary & Social Media- Jan 2019 till Jul 2020

Description:

- Scheduling social media post.
- Interacting with customers and dealing with customers' enquirer.
- Creating content, including text posts, video and images for use on social media.
- Meet and greet visitors of office and direct them to concerned employee to meet guests.
- Pick up and deliver the mail.
- Answer all incoming calls and handle caller's inquiries whenever possible

- **Alamia Outdoor for Advs.** –Secretary– Nov 2017 till Dec 2018

Description:

- Receive, direct and relay telephone messages and fax messages.
- Meet and greet visitors of office and direct them to concerned employee to meet guests.
- Pick up and deliver the mail.
- Answer all incoming calls and handle caller's inquiries whenever possible.

- **Orange Egypt.** -Customer Service Representative- Sep 2017 till Nov 2017

Description:

- Answer incoming calls and respond to customer's emails.
- Management and resolve customer complaints, Document all call information.
- Help customers by answering product and service questions.

- **Angles for Interior and Decoration.** -Office Manager- Oct 2016 till Dec 2016

Description:

- Supervise Administrative staff focus on design and construction support.
- Control inventory and order new supplies.
- ensure architects and designers have all materials at all time.
- Answer phones , takes messages redirects calls, Prepare meeting agendas.

- **El-saree for Contracting CO. & its sister company “Egyptian German for Cars Oil”**
-Accountant- Apr 2013 till Oct 2016

Description:

- Managing Accounts Payable, Accounts Receivable and Payroll Departments.
- Coordinating Monthly Payroll Function for Employees.
- Managing Vendor Accounts Every Week.

- **Tapis Rouge Voyages Tourism Company.** -Tour Operator- Aug 2012 to Apr 2013

Description:

- Organizing and Preparing Holidays Tour.
- Liaising with Coach Operators, Airlines and Hotels.
- Marketing Holidays to Clients and Companies Via Website, Phone Calls and Brochures.
- Handling Booking, Invoicing, issuing of Tickets and Check-in and Out Hotels Room.

Courses and Scholarship:**Education for Employment (EFE foundation)**

Apr 2017 to May 2017

Fulltime daily course based on English language from 09:00 to 17:30

Course contents:

- Soft Skills (communication, presentation, team work, negotiation, time management).
- English Language with native speakers.
- Microsoft Office 2010,2007.
- Career Direction.
- Labour law.

English Course at MBA academy.

Dec 2015 till May 2016

ICDL Course at Compusoft Training Center “CTC”.

Jul 2011 to Aug 2011

Computer and Language Skills:

- Word, Excel, Power Point, Outlook and Internet.
- English: good in both of written and spoken.
- Arabic: mother tongue.

Qualification:

- +3 years of Accounting background.
- Strong proficiency in Microsoft Applications.
- Expressing ideas and providing appropriate feedbacks.
- Active, Popular, Flexible, Positive and well organized person.
- Ability to work as a team member as well as an individual & either for long periods of time and under-pressure.