

Yomna Magdy

Cairo, Egypt

 Yumna_Magdy@icloud.com

 [linkedin.com/in/yomna-magdy-9b6596247](https://www.linkedin.com/in/yomna-magdy-9b6596247)

Summary

As a skilled Administrative Assistant, I have a proven track record of supporting the efficient and effective operation of diverse organizations across various industries. Some of my key competencies include:

- Administrative support: I am experienced in providing a wide range of administrative support services, including answering phones, managing calendars, scheduling appointments, and responding to emails.
- Record-keeping and data management: I am proficient in maintaining accurate and up-to-date records, using electronic databases and spreadsheets, and generating reports to monitor organizational performance.
- Communication and customer service: I am skilled in communicating effectively with internal and external stakeholders, demonstrating professionalism, empathy, and confidentiality, and providing exceptional customer service.
- Financial management: I am knowledgeable in managing financial tasks such as processing payments, invoicing, and reconciling accounts.
- Attention to detail and organization: I am detail-oriented and able to manage multiple tasks and priorities simultaneously, while maintaining high standards for quality and accuracy.

Overall, I am committed to supporting the mission and values of any organization I work for, and to contributing to a positive and productive work environment for all staff and stakeholders. If you are seeking a skilled and dedicated administrative assistant, I would be delighted to discuss my qualifications and experience further.

Experience

Administrative Assistant

nine psychology

Oct 2022 - Present (8 months)

- Perform general administrative duties such as answering phones, responding to emails, scheduling appointments, and maintaining patient records
- Greet patients and visitors, and direct them to appropriate personnel or resources
- Process billing and payment information.
- Communicate effectively with patients, staff, and external contacts, demonstrating professionalism, empathy, and confidentiality
- Demonstrate proficiency with computer software and technology, including electronic medical records, spreadsheet applications, and online scheduling tools
- Consistently prioritize and manage multiple tasks and responsibilities, while maintaining attention to detail and accuracy
- Follow established policies and procedures, and comply with relevant laws and regulations governing healthcare and patient privacy
- Collaborate with other administrative staff and clinical personnel, contributing to a positive and supportive work environment.

Administrative Specialist

nine psychology

Apr 2022 - Sep 2022 (6 months)



Office Manager

Brace Dental Clinic

Jul 2020 - Dec 2021 (1 year 6 months)

- Organization: I am highly organized and able to manage multiple tasks and priorities simultaneously, while maintaining attention to detail and accuracy.
- Communication: I have excellent communication skills, and am able to convey complex information clearly and professionally, both verbally and in writing.
- Collaboration: I am a skilled collaborator, and am able to work effectively with colleagues at all levels of the organization to achieve shared goals.
- Problem-solving: I am a creative problem-solver, and am able to identify issues, develop solutions, and implement changes to improve processes and procedures.
- Relationship-building: I am adept at building and maintaining positive relationships with colleagues and external contacts, and am committed to providing exceptional customer service.



Social Media Marketing Specialist

BrandatorZ

May 2017 - Jun 2020 (3 years 2 months)

Responsibilities:

- Develop and implement social media marketing strategies to promote brand awareness and engagement across various platforms, such as Facebook, Instagram, Twitter, LinkedIn, and YouTube.
- Create and curate engaging content, including text, images, and videos, that aligns with the brand's voice and messaging.
- Analyze social media metrics and performance data to measure the effectiveness of campaigns and make data-driven decisions.
- Monitor social media platforms for trends, conversations, and opportunities to engage with followers and potential customers.
- Collaborate with internal teams, such as creative and product teams, to develop social media campaigns that support business goals and objectives.
- Stay up-to-date on social media trends, best practices, and algorithm changes, and adjust strategies accordingly.

Skills:

- Strong written and verbal communication skills, including copywriting and editing abilities.
- Knowledge of social media platforms and how they can be used to promote brands and products.
- Experience with social media management tools, such as Hootsuite, Sprout Social, or Buffer.
- Analytical skills and ability to interpret data to make informed decisions.
- Creativity and ability to develop engaging content that resonates with target audiences.
- Project management skills and ability to meet deadlines in a fast-paced environment.
- Collaborative mindset and ability to work effectively with cross-functional teams.
- Customer service skills and ability to engage with followers and customers in a professional and positive manner.



Operational Specialist

Dr. Sherif - Dental Clinic

Jan 2016 - Jun 2016 (6 months)

- Customer service: I have a strong customer service mindset, and am committed to providing compassionate, professional, and efficient service to patients and visitors of the clinic.
- Communication: I have excellent communication skills, both verbal and written, and am able to convey complex information clearly and effectively.
- Organization: I am highly organized and able to manage multiple tasks and priorities simultaneously, while maintaining attention to detail and accuracy.
- Problem-solving: I am a creative problem-solver, and am able to identify issues, develop solutions, and implement changes to improve processes and procedures.
- Empathy: I have a strong sense of empathy and am able to respond to patients and visitors with sensitivity and compassion.

Education



Helwan University Cairo

Bachelor of Laws - LLB, Law

2015 - 2018

An Egyptian Bachelor of Laws (LLB) degree provides students with a comprehensive understanding of the legal system in Egypt and the Middle East, covering topics such as Egyptian and Islamic law, comparative law, legal theory and philosophy, and substantive areas of law. Graduates are prepared for careers in law, government, international organizations, and other fields that require legal knowledge.

Skills

Trello • Customer Relationship Management (CRM) • Time Management • Emotional Intelligence • Microsoft Office • Communication • Organization Skills