**Riham Abu Elyazeed**

**0**3 September 1988

 +2 01289999019.

rihamabuelyazeed3111@gmail.com

Egyptian

 Single



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| **Education & Cources** |

**2015-2018 Ain Shams University
 Bachelor of Media Arts**

**Basic computing 2010**

**Comprehensive announcer in the Middle East News Agency 2018**

**A television reporter at the Middle East News Agency 2018**

**Comprehensive journalist at Middle East News Agency 2018**

**A compehensive journalist in the newspaper Rosalieouf 2018**

**Human Resources Management. 2021**

**Public Relations & Etiquette and Protocol Ceremonies. 2022**

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| **Work Experience** |

**2021. Director of follow-up administrative affairs and public relations  :**

1 - Follow up the administrative work in the sites related to housing, catering and cars in the sites, whether owned by the company

 Or rented apartments, as well as apartments rented for company employees, in coordination with the human resources sector

2 - Make monthly statistics on the number of cars and rented apartments and their cost, and review the setup used for them

 Its changes with human resources and its suitability with project workers at their different job levels

3- Follow-up and save data for licenses for cars and drivers throughout the month...

4- Periodic follow-up of the company’s position with the licensing department and the extraction of all required letters.

5- Daily follow-up of the operating diary of small cars and errands

6- Follow up the administrative procedures related to the approval, registration and follow-up of new cars within the framework of the law.

7- Follow-up and save telephone data (operating service + data) on the sites and their changes throughout the month...

8- Follow up on the balances of publications used by the department.

9- Follow up and review the buffet share and compare it to the share for the past month and its rates throughout the month....

10- Follow up on the renewal of the security approval of the company and the completion of all its papers and data of those specified in it, whether the board of directors

 The administration or authorized representatives of the company

11- Presenting the company’s public relations planes and updating it annually and following up on any religious, national or personal occasions for the company’s employees (holidays - Muslims and Christians - Ramadan - birthdays)

12- Follow up on chronic disease cases and provide them with health and social assistance in coordination with human resources

13- Updating the data of those working in the sector (security affairs - support services) and creating an electronic and documentary archive for everything that comes to the sector

14- Compiling the data of employees of external parties annually through coordination with all sectors of the company and human resources for New Year’s gifts and classifying them in terms of importance, quality and work location

**2017 - 2019** B**eauty Clinic - Director**

* Develop and execute the clinic’s business strategies in order to attain the goals of the doctor and shareholders
* Prepare and implement comprehensive business plans to facilitate achievement by planning cost-effective operations and market development activities
* Ensure clinic policies and legal guidelines are communicated all the way from the top down in the clinic and that they are followed at all times
* Communicate and maintain trust relationships with shareholders, business partners.

**2014 - 2016 Justa Restaurant – Supervisor**

* Organize workflow and ensure that employees understand their duties or delegated tasks
* Monitor employee productivity and provide constructive feedback and coaching
* Receive complaints and resolve problems
* Maintain timekeeping and personnel records
* Pass on information from upper management to employees and vice versa
* Prepare and submit performance reports
* Decide on reward and promotion based on performance
* Hire and train new employees

**2011 - 2014 Mass Trading Company – Reception**

Receiving customers in a decent manner, welcoming them and talking to them professionally and directing them

- Inform the manager or responsible for the arrival of clients

Receiving phone calls, transferring the call to the administrator, reading and responding to company emails

- Answering customers’ questions and inquiries, whether on the phone or during their visit to the company, about the nature of the company’s work and the services or products it provides

Directing visitors to their destination within the company and sometimes accompanying them

- Providing assistance to both the administrative assistant and the secretarial and doing all the printing work that the company needs

- Performing all required administrative or office tasks

- Setting appointments with clients and recording them for the manager or responsible for meeting the client, taking into account that appointments do not overlap with each other

- Maintain records of visitors, verify their identity and record their data

- Register and enter data

- Maintaining an elegant reception desk and taking care of its arrangement in order to be suitable for receiving customers

Organizing appointments according to specific timetables and arranging them in accordance with the priority of each appointment

- Writing and preparing reports and submitting them to officials

- Supervising the implementation of the schedule as it has been prepared so that no error occurs

**2008 - 2010 Alfa Market – Cashier and Data entry**

* Manage transactions with customers using cash registers
* Scan goods and ensure pricing is accurate
* Collect payments whether in cash or credit
* Issue receipts, refunds, change or tickets
* Redeem stamps and coupons
* Cross-sell products and introduce new ones
* Resolve customer complaints, guide them and provide relevant information

**2007 - 2008 Cribaway Restaurant – Hostess**

* Welcome guests to the venue
* Provide accurate wait times and monitor waiting lists
* Manage reservations
* Escort customers to assigned dining or bar areas
* Provide menus and announce Waiter/Waitress’s name
* Greet customers upon their departure
* Coordinate with wait staff about available seating options
* Maintain a clean reception area

**2006 - 2007 Central Agency for Public Mobilization and Statistics – Data Entry**

* Generate reports, store completed work in designated locations and perform backup operations
* Scan documents and print files, when needed
* Keep information confidential
* Respond to queries for information and access relevant files
* Comply with data integrity and security policies
* Ensure proper use of office equipment and address any malfunctions
* Insert customer and account data by inputting text based and numerical information from source documents within time limits
* Compile, verify accuracy and sort information according to priorities to prepare source data for computer entry
* Review data for deficiencies or errors, correct any incompatibilities if possible and check output
* Research and obtain further information for incomplete documents
* Apply data programs techniques and procedures

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| **Language Skills** |

**Arabic Native**

**English Good**

**French Good**