



SUMMARY

Experienced Executive Administrative Professional with over 10 years of diverse experience across administration, customer service, and operations. Proven ability to manage office functions, coordinate schedules, support HR processes, and supervise teams. Skilled in communication, time management, and vendor relations. Adept at handling multi-tasking environments with a high level of professionalism and efficiency. Seeking to contribute strong organizational and problem-solving skills to a dynamic organization.

EDUCATION

High School Diploma

Completed secondary education with a strong foundation in general subjects.

Diploma in Human Resources

Focused on recruitment, employee relations, and HR operations.

Computer Course – 6 Months

Covered key computer applications, MS Office, and data entry skills.

Customer Service Course – 3 Months

Developed communication skills, client handling techniques, and service excellence.

SKILLS

- Executive Administrative Support
- Calendar & Appointment Management
- Customer Service & Client Relations
- HR Coordination & Staff Supervision
- Contract Preparation & Documentation
- Microsoft Office (Word, Excel, PowerPoint)
- Time Management & Multitasking
- Communication & Problem Solving
- Report Writing & Data Entry

LANGUAGES

- Arabic
- English

PROFESSIONAL EXPERIENCE

Management secretary, Al-Iman Contracting & Trading Company

- **2022- Present**
- Interacting with customers professionally by phone, email and in-person to deliver accurate service information.
- Assisting clients with daily enquiries.
- Following written and verbal procedures
- Organizing personal and professional calendars.

Supervisor & Branch Management, Americana

- **2018 -2022**
- Supervised activities and regulations of workers.
- Trained new hires and set up mentoring relationships to drive team performance.
- Worked closely with management to manage staff levels.
- Maintained team-oriented atmosphere with open communication.

Administrative coordinator - SOROOF International group

2013 - 2015

- Assisted HR team with daily operations by owning administrative tasks.
- Supported quality assessment reviews with administrative and planning assistance..