

Mona Emam



Personal Info

Address

Mazrouia,
Dammam,
Saudi arabia

Phone

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E-mail

Mona_Emam1987@hotmail.com

Date of birth

13-09-1987

Marital status

Married

Skills

Microsoft office- Intermediate

Hard Working

Details Oriented

Time Management

Team Work

Multi Tasking

Problem solving skills

Self Motivated

Analytical Skills

Communication skills

Languages

Arabic- Mother Tongue

English- Fluent

Highly organized ambitious individual with a positive can-do, customer oriented and problem solving attitude Alongside a demonstrated ability to adapt to new situations.

I have been utilizing my computer skills including Microsoft Office and research skills, with great oral and written communication skills in addition to excellent organizational skills and proven ability to manage complex tasks to deliver astonishing results

Experience

12-2013 -

General Secertary

12-2014

Madar+

- Answering clients calls, providing information, transferring calls to the appropriate department and handling Emails.
- Conducting researches to provide the needed data to different departments.
- Ensuring meetings are effectively organised and minuted.
- Circulating agendas and reports and filing all the correspondence received with copies of the sent replies and order supplies.
- Applying the final revision to the work done by others in order to rectify any grammatical or spelling errors.
- Reviewing and tracking the shipment procedures and processes.
- Operating office equipment such as fax machines, phone systems, spreadsheets and other applications.
- Monitoring Email systems by coordinating the flow of information whether internally or externally.

07-2013 -

Financial Data Analyst

12-2013

WVB Data and credit bureau Middle East

- Preparing financial reports that serve as summary information to managers.
- Identifying relevant insights and compiling analytical reports that enable other employees in the company to make sound decisions.
- Conducting research on financial trends for forward thinking forecasts as a key component in preparing reports.

06-2011 -

Outbound call center agent (telesales)

09-2011

Wasla Outsourcing, Vodafone campaign project

- Contacting potential or existing customers and clients through calls to inform them about a product or service using scripts.
- Answering questions about products or the business.
- Asking questions to understand and identify customer requirements and needs, and closing sales to achieve KPIs.
- Entering and update customer information in the company's database system.
- Exerting extra effort to meet sales quota and team's sales goals and facilitating future sales through Customer Relationship Management (CRM).
- Enhancing sales through Keeping records of calls and sales and noting useful information to help generate new leads.
- Utilizing time management to communicate with more prospects and achieving sales target.

Education

2005 -

BSc degree from faculty of commerce, English section,

2009

Major Accounting, Grade: fair (62.79%), Zagazig University, graduated in 2009.

Courses

Emak International Academy: Change strategy, identifying goals self evaluation, Business writing skills, Business communication skills, Customer service, Presentation skills, interview etiquette, Projects management skills and time management

ICDL (International Computer Driving License)

English Intermediate 303, AUC, Grade: A (Excellent)

English Intermediate 302, AUC, Grade: A (Excellent)

09-2010 - **Training In The Office Of Ahmed Adel Hafez** For Accounting And Auditing In
12-2010 Zagazig From 9/2010 to 12/2010

2008 **Summer Training In Badr Al Dien Petroleum Company**

Interests

Reading in different types of books.

Participating in my leisure time in charitable associations and community work.