

# Mohamed Shaker

## Multifunctional Administrative Professional

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### Summary

Dedicated and versatile Administrative Professional with extensive expertise gained from roles in the Central Medical Care Administration. Proficient in a wide range of administrative tasks including secretarial support, data entry, patient services, statistics management, and internal/external communications. Adept at utilizing Microsoft Office Suite and maintaining a high level of computer proficiency. Fluent in both Arabic and English, facilitating effective communication. Seeking a pivotal role that leverages my diverse skill set and experience.

### Experience History

#### Multifunctional Administrative Expert - *2021-Resigned in 2022*

"The National Media Authority - Central Medical Care Head Office"

Acted as a central figure in the medical care office, handling data entry, internal/external communications, secretarial duties, and confidential reports. Managed COVID-19 updates, salary reports, and rewards. Initiated improvements for enhanced service delivery.

#### Administrative Clerk - *2017-2021*

"The National Media Authority - Central Medical Care Statistics and Information Department"

Handled data entry, internal and external correspondence, and secretarial tasks for medical device cases. Managed statistics on patient visits, referrals, and equipment maintenance. Maintained audiovisual systems, providing a pleasant environment for patients.

#### Administrative Support - *2014-2017*

"The National Media Authority - Central Medical Care Employee"

Supported employee affairs by managing medical files, monitoring attendance records, and preparing colleagues' payroll. Compiled statistics on medical material needs for different departments. Ensured effective administration of medical care resources.

#### Administrative Assistant - *2011-2014*

"The National Media Authority - Central Medical Care Outpatient Clinics Receptionist and Patient Services"

Managed front desk operations in outpatient clinics, assisting patients with doctor appointments, ticketing, and payment processing. Maintained patient records, attendance logs, and salary reports. Contributed to the efficient functioning of patient services.

#### Administrative Secretary - *2009-2011*

"The National Media Authority" (Central Medical Care Administration's Medical Lab)

Provided administrative and secretarial support to medical care management. Handled correspondence, scheduled appointments, managed calendars, and maintained files. Ensured smooth communication and organization within the department.

## Education

Accounting degree - *Graduated: May 2013*  
Faculty of Business – Ain-Shams University  
Cairo, Egypt

## Courses & Certificates

- Leadership Office Management - Al-Alfi Institute - The National Media Authority - 2020
- The Cisco Networking Academy® Get Connected course - 2020
- Data Analysis Challenger Track - EGYPT FWD initiative - Powered by Udacity & Itida - 2022
- Web Development Challenger Track - EGYPT FWD initiative - Powered by Udacity & Itida - 2022
- Professional Front-End Web Development - EGYPT FWD initiative - Powered by Udacity & Itida - 2022
- Front End Development Track – One million Arab coders initiative - 2019
- Full Stack Development Track – One million Arab coders initiative - 2019

## Key Skills and Proficiencies

- Multifunctional Administrative Support: Expertise in various administrative roles, including data entry, office management, reception, and IT help and support.
- Microsoft Office Suite: Proficient in Word, Excel, and PowerPoint for efficient documentation, analysis, and presentation.
- Google Docs: Skilled in using Google's productivity tools for collaborative document creation and management.
- Data Entry Excellence: Meticulous attention to detail and high accuracy in data entry tasks.
- Office Organization: Effective office management skills to ensure smooth operations and enhanced productivity.
- IT Troubleshooting: Proficient in resolving IT issues and providing technical support.
- Task Management: Strong time management and organizational abilities to meet deadlines and maintain order.
- Communication and Collaboration: Excellent interpersonal skills and a collaborative team player.
- Bilingual Proficiency: Fluent in both Arabic and English, facilitating clear communication in diverse settings.
- Adaptable under Pressure: Proven ability to thrive in high-pressure environments while maintaining quality work.
- Software Familiarity: Experience with data entry software and tools for streamlined information management.

## Volunteer Work

### Web designer/Data Entry - *Oct 2013-Oct 2022*

“The National Media Authority” Medical Center • Giza, Egypt

I volunteered to create a user-friendly website/blog for the Egyptian Radio and Television Union's Central Administration for Medical Care. This helped patients track appointments and access contact details for hospitals, radiology centers, and labs, starting in 2013. I also took on the responsibility of gathering and sharing up-to-date information, even working remotely during holidays. This keeps patients informed and reduces the need for physical visits. After resigning in 2022, I handed over the blog's dashboard to colleagues to ensure its continuation. My name remains registered as the designer, and news of its creation was published in 2013 in national newspapers. Proud of this blog: <https://maspero-medical-care.blogspot.com/>

## Freelance Experience

While it might seem at first glance that this section, encompassing experiences in web design and development, is unrelated to the designated role, it has in fact provided me with invaluable technical skills, speed, and meticulous attention to detail. These attributes enable me to excel in my work with utmost efficiency, utilizing the latest tools and technologies within the shortest timeframe. My freelance experiences include:

- **Website Programming:** Proficient in HTML, CSS, JavaScript, MySQL, Bootstrap, SASS, and more, I have honed my expertise in crafting dynamic and responsive web solutions.
- **System and Hardware Bug Fixing:** Adept at identifying and resolving system and hardware glitches, ensuring seamless functionality.
- **Social Media Digital Marketing:** Skilled in leveraging platforms such as Facebook for effective digital marketing, extending reach and engagement.
- **Financial Management:** Leveraging my academic background, I've successfully managed accounts payable, accounts receivable, and general ledger operations.
- **Content Creation and Blogging:** Across diverse domains, I excel in creating engaging content that conveys intricate subjects to a broad audience, sustaining their interest and involvement.

This unique blend of skills acquired during my freelance journey contributes significantly to my ability to tackle challenges swiftly and meticulously in my designated role, while incorporating the latest tools and techniques.