Nesma Atef

E-mail: [Nesmaatef\_85@hotmail.com](mailto:Nesmaatef_85@hotmail.com) § Website: <https://www.linkedin.com/in/nesmaatef/> § Phone: 01005768373 Ritaj compound, New Cairo, Cairo- Egypt

# WORK EXPERIENCE

## Hassan Allam Utilities Consulting Nov 2019 — Present

*Administration Section Head*

* + Planning and coordinating administrative procedures and processes Recruiting and training personnel and allocate responsibilities and office space
  + Assessing staff performance and provide coaching and guidance to ensure maximum efficiency
  + Ensure the smooth and adequate flow of information within the company to facilitate other business operations
  + Manage schedules and deadlines
  + Monitor inventory of office supplies and the purchasing of new material with attention to budgetary constraints
  + Monitor costs and expenses to assist in budget control & preparation
  + Oversee facilities services, maintenance activities and tradespersons (e.g electricians) Organize and supervise other office activities (recycling, renovations, event planning etc.) Ensure operations adhere to policies and regulations
  + Keep abreast with all organizational changes and business developments
  + Managing logistics.
  + Managing purchasing

## CEO PI

* Manage, coordinate and maintain calendar of CEO including appointments, meetings and travel.
* Responsible for organizing of internal and external meetings on behalf of the CEO ensuring all necessary requirements are made e.g. meeting venue, equipment, presentations, prepare agendas.
* Provide executive and administrative support to CEO.
* Responsible for organizing CEO travel and logistics.
* Communicating important updates and information to Office as required by CEO.
* Structure the calendar of events.
* Responsible for managing CEO’s personal driver’s daily schedule in line with CEO’s daily requirements.
* Arrange Central Office and Senior leadership events.

## 

## Elsewedy Power System Projects Mar 2018 — Nov 2019

*Executive assistant to HR Director*

Coordinates Director’s schedule, routinely updating him to keep him informed of upcoming commitments and responsibilities.

Provides administrative support, including assistance in composing and editing routine and advanced correspondence including letters, memoranda, and reports; prepares outgoing mail and correspondence.

Opens, reads, and acts upon incoming mail as required.

Participates in meetings as requested to take meeting notes for future distribution and follow-up. Coordinates and arranges meetings—preparing agendas, reserving, and preparing facilities,

Arranges and coordinates travel schedules and reservations; creates detailed itineraries. Manages special projects as needed, e.g., mailings, company events, etc.

Conducts research as requested, using the Internet and other resources; compiles and creates statistical reports.

Assists in filing expense reports.

Maintains and file business documents with the state and federal government.

Greets guests, answering multiple-line telephone, and routing visitors and/or calls to appropriate area or person

## Freelance Mar 2015 — Mar 2020

*Writer*

Author of 6 Books Published & participated in international book Exhibit.

## Semiramis Intercontinental Cairo Dec 2014 — Mar 2015

*Guest Relations Supervisor*

Consistently offer professional, friendly, and engaging service

Lead and supervise the guest services front office team while ensuring all service standards are followed Assist guests regarding hotel facilities in an informative and helpful way

Follow department policies, procedures and service standards Follow all safety policies, other duties as assigned

## Semiramis Intercontinental Cairo Jun 2007 — Dec 2014

*Guest Relation Agent*

Administer check in of all guests and maintain record of all special requests at time of arrival.

Attend all phone calls and provide all appropriate information to guests and perform pre assignment of all rooms to guests as well as VIP evaluate all activities of guest services at end of shift.

Determine and ensure compliance to all key control policies and manage all safe deposit boxes for guests.

Coordinate and assist concierge in all services to guests and maintain knowledge on all emergency procedures and evaluate all credit limit report on everyday basis and manage room availability efficiently.

Evaluate everyday status of all hotels and coordinate with various departments such as reservation, sales and valet to ensure optimal level of guest satisfaction.

Manage and greet all customers efficiently, monitor and resolve all requests and provide all required information such as room rate and directions and assist all in registration process.

Monitor all check ins and provide guest with room keys, certificates and coupons in welcome folder and evaluate all credit card details prior to acceptance.

Maintain records of all vouchers and travelers checks and maintain knowledge on all currency conversion rates and provide inputs for same.

Manage all communication with guests and ensure satisfaction at time of check out and monitor all packages and faxes for guest and divert same to guest room.

Administer all guests complain and resolve all issues appropriately and within time limit. Maintain attendance for all employees and ensure conduct of same on regular basis.

Administer all registration process for guests and maintain record of all personal information and ensure staff member to accompany guest to room.

# EDUCATION

## Bachelor of English Commerce 2005

*Benha University*

## MBA — Jun 2022

*AASTMT*

# SKILLS

Excellent knowledge of both spoken and written **English and Arabic**, basic knowledge of **Spanish.**

Excellent user of the **Internet and research engines**, proficient user **of Microsoft Word**, **Power Point, excels.**

# REFERENCES

References available upon request.