

Rokaya Hussein

Senior Operation Manager

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SUMMARY

Senior specialist skilled in operations management and team supervision, with experience in auditing and improving branch performance. Additionally responsible for financial monitoring to support operational success.

PROFESSIONAL EXPERIENCE

Senior Operation Manager at MQR	Sep 2025- Present
<ul style="list-style-type: none">• Leading and supervising a team to ensure smooth daily operations.• Overseeing all financial activities within the branch, including monitoring expenses, revenue, and reporting.• Conducting audits on operational processes to maintain efficiency and compliance.	
Operation Manager at MQR	Mar 2025 - Sep 2025
<ul style="list-style-type: none">• Leading the operation process daily.• Handling Customers.	
Social Media Manager at Smarty Academy	Jan 2025 - Aug 2025
<ul style="list-style-type: none">• Leading the sales team, Designers and Moderators.• Responsible for media buying and content creation.	
Customer Advisor at Vodafone Ireland	Apr 2024-Sep 2024
<ul style="list-style-type: none">• Handling Customers via phone and emails	
Operation Manager at MQR	Dec 2021 - Apr 2024
<ul style="list-style-type: none">• Leading the operation process daily.• Handling Customers.	

EDUCATION

Bachelor's Degree	Sep 2018 - June 2022
Ain Shams University	
<ul style="list-style-type: none">• Faculty of Arts Tourism and Guidance English Department	

SKILLS

Teamwork	Microsoft Office
Attention to Detail	Canva
Time Management	Adobe Photoshop
Organized	
Communication	
Problem Solving	

CERIFICATIONS

<ul style="list-style-type: none">• Full Marketing Strategy and Soft Skills Diploma "Adham Hossam Institution"• The Fundamentals of Digital Marketing "Google Digital Garage"	April 2025
	May 2023

LANGUAGE

<ul style="list-style-type: none">• Arabic• English• Deutsch
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