

✚ Name

Assem moustafa badr

✚ ADDRESS

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✚ EMAIL

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OBJECTIVE

I'm an operations and account management professional with strong experience in logistics, last-mile coordination, and team management. I thrive in fast-paced environments, with proven skills in client relations, problem-solving, and cross-functional communication. I'm now seeking a new opportunity where I can grow, take on new challenges, and add value through my experience and adaptable skill set.

Experience

Project Coordinator at Hassan Alaam

- SUPERVISED CONSTRUCTION PROJECT LIFECYCLE FROM INITIATION TO GO-LIVE, ENSURING A WITH BUSINESS GOALS AND TIMELINES.
- COORDINATED BETWEEN CLIENTS, ENGINEERS, AND SITE TEAMS THROUGH REGULAR MEETINGS PROGRESS, RESOLVE ISSUES, AND MAINTAIN ALIGNMENT. • MONITORED PROJECT DOCUMENTATION, TIMELINES, AND STAKEHOLDER COMMUNICATION TO SUP SMOOTH EXECUTION.
- PROVIDED NON-TECHNICAL PROJECT OVERSIGHT, BRIDGING THE GAP BETWEEN BUSINESS REQUIREMENTS ON-SITE EXECUTION.
- ENSURED TIMELY DECT MILESTONES WHILE MAINTAINING QUALITY AND CLIENT SATISFAC

TEAM LEAD AND ACCOUNT MANGER AT DOTS MEDIA AGENCY

- MANAGED A PORTFOLIO OF CLIENTS, ANALYZING THEIR NEEDS AND PROPOSING TAILORED OPE SOLUTIONS THAT IMPROVED SERVICE EFFICIENCY. • LED CROSS-FUNCTIONAL COORDINATION BETWEEN MARKETING, SALES, AND OPERATIONS DELIVER CLIENT CAMPAIGNS ON TIME AND WITHIN SCOPE.
- ORGANIZED AND EXECUTED OVER 6 SUCCESSFUL EVENTS WITH MAJOR BRANDS SUCH AS LA MAR FOOD AFRICA, AND MY HOME BAZAAR, ENSURING FULL OPERATIONAL READINESS EVALUATION.

EDUCATION

Bachelor of Business
Administration (BBA)
Misr University for Science and
Technology (MUST)
Graduation Year : 2022
Grade : Good

KEY SKILLS

Account Management
Communication & Negotiation
Operations Management
Inventory control
Business process management Agile
& Scrum Fundamentals
Microsoft Office / Google Suite
Business development
Client Engagement Partnership
Development

Lead generation
Relationship building
Customer acquisition
Market research
Staff management
Customer satisfaction

Order management
Team collaboration
Excellent listening skills
Research

Negotiations
Proposal writing
Market trend analysis
Agile

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KEY ACCOUNT MANGER AT FAB BANK (present)

- Managed a portfolio of key accounts, providing continuous follow-up, resolving issues, and delivering customized solutions to enhance retention and satisfaction.
- Actively contributed to acquiring new clients by identifying market needs, tailoring financial solutions, and presenting value-driven proposals that aligned with business goals.
- Collaborated with marketing teams to design account-specific promotional campaigns, increasing client engagement and service visibility.
- Streamlined internal communication processes, ensuring alignment between client objectives and internal execution strategies.
 - Played a vital role in optimizing operational workflows, reducing service delays, and improving cross-team efficiency for both existing and newly onboarded clients.

Currently studying for PM Certification

English Language Course – Certified Capsules Academy – Completed [12 months]

Completed a certified English course focusing on communication, grammar, and business language skills.