

# Rokaya Hussein

## Senior Operation Manager

Phone Number: 01096038009 | Email: roqiamhmud14@gmail.com

### 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

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

### EDUCATION

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

### SKILLS

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

### CERIFICATIONS

• Full Marketing Strategy and Soft Skills Diploma “Adham Hossam Institution”	<b>April 2025</b>
• The Fundamentals of Digital Marketing “Google Digital Garage”	<b>May 2023</b>

### LANGUAGE

- Arabic
- English
- Deutsch