

## **+ Name**

**Assem moustafa badr**

## **+ ADDRESS**

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## **+ EMAIL**

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## **+ PHONE**

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## **OBJECTIVE**

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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.

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## **Experience**

### **Project Coordinator at Hassan Alaam**

- SUPERVISED CONSTRUCTION PROJECT LIFECYCLE FROM INITIATION TO GO-LIVE, ENSURING ALIGNMENT 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 SUPPORT SMOOTH EXECUTION.
- PROVIDED NON-TECHNICAL PROJECT OVERSIGHT, BRIDGING THE GAP BETWEEN BUSINESS REQUIREMENTS ON-SITE EXECUTION.
- ENSURED TIMELY REACH MILESTONES WHILE MAINTAINING QUALITY AND CLIENT SATISFACTION.

### **TEAM LEAD AND ACCOUNT MANAGER AT DOTS MEDIA AGENCY**

- MANAGED A PORTFOLIO OF CLIENTS, ANALYZING THEIR NEEDS AND PROPOSING TAILORED OPERATIONAL SOLUTIONS THAT IMPROVED SERVICE EFFICIENCY. • LED CROSS-FUNCTIONAL COORDINATION BETWEEN MARKETING, SALES, AND OPERATIONS TO 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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**Currently studying for PM  
Certification**

**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.

**English Language Course –  
Certified Capsules Academy –**

Completed [ 12 months]

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