# Vienna 114Eman Fathy Tawfik

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Housing & Development Bank’s Buildings - Build No. **9** – Flat No. **4 –**

Maadi – Cairo - Egypt

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**PROFILE:**

An Office Manager (Executive Assistant) with a wide range of experience in the Administration and Office Management and all related to office work, have been working in various fields such as Tourism, Hotels, Investment in Automotive, Legal (Law Firm), Agriculture, and Petroleum Services & Petrochemical, able to work on own initiative and as part of a team. Proven efficiency and high skills involving organizing, creating, coordinating, cooperating, developing, controlling and executing to achieve high quality standards for the objectives.

**Qualifications:**

Bachelor of Commerce & Business Administration - Major in Foreign Trade

Helwan University – Cairo – Egypt (May 1996)

**COMPUTER SKILLS:**

Keyboard fast typing (English – Arabic)

Extensive experience in windows 95 – 98 – XP

Mircosoft Office 97 – 2000 – XP - 2003 - 2007

Word processing (Winword) – Spread sheets (Excel) – Presentations (Power Point)

Good Knowledge of using the INTERNET and emails (Microsoft Outlook & Novell GroupWise).

**TRAINING:**

Training of **Guest Courtesy** at Pyramids Park Intercontinental Hotel – Egypt (February 1999)

Training in **Advanced Administrative Skills** – at EDGE Training & Consultancy – Egypt (September 2012)

Training in **Communication Skills” –** at “Dale Carnegie” for Training (May 2013)

**COURSES:**

English Language Courses at the **British Council Center** in Cairo, Egypt 1992 – 1995

French Language Courses at (**Institute Francais d’Egypte**) 2010 - 2013

**OTHERS:**

Communication Skills (Verbal-Memos-Minutes of meeting …etc)

Translation (from English to Arabic and vice versa)

**LANGUAGES:**

Arabic (Native Language)

English (Fluent Speaking, Writing and understanding)

French (Good)

**PERSONAL DETAILS:**

Date of Birth: December 1st, 1974

Place of Birth: Kuwait

Nationality: Egyptian

**INTERESTS:**

Traveling abroad

**EXPERIENCE:**

**January 2008 – May 2016**

**METHANEX (EGYPT) Ltd. (Petrochemical)**

**CFO Administrative Assistant**

Methanex is the world's largest producer of Methanol, The global headquarters are in **Vancouver**, British Columbia and they have manufacturing facilities in Chile, NewZealand and Trinidad & Tobago.

**Achievement:**

Building the Filing System:

* Maintaining confidential files and all original documents in safe.
* Make the electronic filing for the important documents to be saved on computer.
* Responsible for the filing system (vendors wires & checks, banks … etc) in finance department.

**Responsibility**:

1. **Office & Administration Work :**

* Assisting CFO with Action Items. Use notes and verbal reminders to ensure CFO deadlines are met., Handling and preparing the expense reports for CFO.

Preparing the CFO agenda and handling the business traveling procedures (aviation and accommodation).

* Handling all business visits of EMETHANEX (coming visitors to Finance Department) such as hotel accommodation - transportation to Damietta and to Cairo office - Meet & Assist Service with the travel agency- preparing the proposed meeting agenda …
* Corresponding in & out, emails & faxes, couriers taking the right action in the right time to avoid any delay.
* Following up, and reminding for issues in order to finalize them successfully.
* Following up, coordinating and communicating with other departments.
* Arranging meetings & appointments & presentations on timely and effective manner.

1. **Assisting the Finance Team:** 
   * + - Arranging periodic meeting for finance team to prepare for the weekly agenda and follow up all Action Items.
       - Handling and preparing the expense reports for Finance Manager.
       - Giving the support and assistance for the finance manager *in administrative works* such as filing, budget process, organizing, internal Management report, assisting in issuing Finance Policies …
       - Participate administratively in some new actions like, financial report or provide the finance documents which will be included in Board of Director agenda.
       - Follow up with finance team the completed their yearly objectives, also their monthly time sheets to be delivered to HR and planning annual leaves.
2. **Other duties:**

* Following up the Financial Statements of the Shareholders in order to provide them to the Banks’ loans.
* Following up the renewal of the LC’s in timely manner.
* Updating of the Finance Mailing list on a regular basis for usual company's correspondence and for yearly giveaways

**February 2007 – July 2007**

**TENARIS GLOBAL SERVICES S.A.E (Oil & Gas Services).**

**Office Manager (Temporary)**

Tenaris is the leading global manufacturer and supplier of tubular products and services used in the drilling, head office based in **Argentina** and it has 26 branches around the world.

**Responsibility**:

* Handling all kinds of daily activities for office & administration work (meeting arrangement – corresponding in& out – following up – coordinating with other departments – filing system – business trips arrangement … etc )
* Handling the petty cash in USD & EGP by coordinating the cash flow with the accounting department (KPMG)
* Coordinate with the Travel Agents & Hotels for reservations to the employees inside and outside Egypt.
* Ensure all bills related to local telecom company, mobiles and electricity are paid on time also to Liaison with service providers for any office maintenance which may be required.
* Keep track of all the office related stationary requirements, pantry & other office supplies and prepare monthly expenses report for that.
* Liaison with Car Companies for the purchase of office vehicles, with full insurance and maintain record of time servicing.
* Handling the procedure of purchasing the office equipments (from the primary stages) such as laptops (PCs), printers, and so on, and ensure that all have done successfully.

**October 2006 – January 2007**

**OLAM Egypt L.L.C.**

**Office Manager (Temporary)**

Olam is a leading global supply chain manager of agricultural products and food ingredients. It operates an integrated supply chain in over 35 origin countries

**Responsibility:**

* Create personnel files for the employees; ensure all new employees are given all required office stationary.
* Following up with all the recruitment offices for recruiting the national staff.
* Keep track of all the office related stationary requirements, pantry & other office supplies and prepare monthly expenses report for that.
* Finalize and ensure competitive corporate rates with hotels and travel agencies in major locations in Egypt for the company's bookings.
* Ensure all bills related to local telecom company, mobiles and electricity are paid on time also to Liaison with service providers for any office maintenance which may be required.

**July 2005 – July 2006**

**Working with NGOs (Non Governmental Organization)**

I have been subcontracted by different Management Consultant Organizations working or implementing management training in Egypt.

**(I) North South Consultant Exchange NSCE – Cairo, Egypt**

Training Manual Development

Developed and designed workshops manual and Project Design and Proposal Writing.

**(II) Global Development Consultant GDC – Cairo, Egypt**

Training Manual Development: Developed and designed workshops manual

**(III)Academy for International Development AID– Cairo, Egypt**

Training Coordinator (Coordinated and liaison between the Governorates Capacity Building Program and different Private Sector Organization in Egypt).

**October 2003 – May 2005**

**NASSEF LAW FIRM**

**Office Manager for the Chairman**

Nassef LawFirm deals with virtually all types of corporate commercial and financial transactions, together with the labor relations connected therein.

**Responsibility:**

* Preparing & translating Drafted contracts & reports in English or Arabic language as shall be requested, in relation to cases presented by or against the clients.
* Preparing & translating reports whether in English or Arabic language together with explanatory memorandums in relation to laws applied in Egypt.
* Handling all kind of correspondences (English & Arabic) through fax or email related to the private clients (concerning services – work permit – registration - establishing all kind of companies ….etc)
* More above, all kind of administration work (following up – Typing & filing – arranging meeting and appointments … etc)

**2001 – 2003**

**ARTOC FOR INVEST. & DEVELOP. – (ARTOC AUTO)**

**Office Manager for the General Manager**

ARTOC AUTO is Sole Agent for SKODA Czech cars in Egypt; the Head Office for SKODA is in Czech Republic.

**Responsibilities:**

* Prepare correspondence for GM as directed & Maintain confidential files.
* Assist in Customer Care activities, by coordinating between the customers and the workshop, and write the weekly report accordingly.
* Manage & follow up all papers flow into and out of the GM’s office in a timely and effective manner.
* Preparing monthly report of all achieved spare parts sales and workshop service.
* Organize and follow up office diary and appointments.
* Manage and organize the office to ensure the easy flow of all administrative work.
* Execute all administrative office work such as filing, minutes recording, and meetings & business trips arrangement. …etc.

**2000 – 2001**

**SAKKARA TRAVEL GROUP**

**Sales Office Manager**

Sakkara Travel Group is one of the 10 biggest tourism companies in Egypt, including Nile cruises, Hotels, Aviation, and Transportation …etc. It has two branches one in Egypt & the other one **STI** in **France**.

**Responsibilities:**

* Handling all kind of Administration work and Office Support.
* Assisting the Sales Department to create new markets for new cooperation with new tour operators. Preparing all quotations according to the current rates (Hotels – Cruises – Transportation – Aviation – Visits fees …) to issue the final requested offers & tourism programs of the tour operators and individuals as well.
* Preparing all materials needed in trade shows, presentations, brochures (Inside & outside Egypt). Preparing weekly reports of all achieved.

**1999 – 2000**

**HOSTMARK HOTELS &RESORTS MANAGEMENT**

**Administration Assistant Sales & Marketing**

HOSTMARK is an **American** management company shared with **Saudi** investment, specialized in Hotels & Resorts Management. Howard Johnson Resorts and Inns are one of their projects; it has a branch in Egypt and the main office is in Chicago – USA.

**Responsibilities:**

* Handling all kind of Administration work and Office Support.
* Prepare periodic reports for Middle East General Manager, Head quarters in USA...etc.
* Coordinate in sales and reservation activities including Group Reservation Control report (GRC), Allotment contracts, rates analysis in high, normal and low seasons.

**1998 – 1999**

**PYRAMISA HOTEL - CAIRO**

**Human Resources Secretary**

**Responsibilities**:

* Handling all kind of Administration work and Office Support.
* Controlling Job applicants at the primary stage
* Handling all personnel matters such as vacations, termination, sick leave, Overtime, penalties, vacations annual raises…etc.
* Carry out monthly, quarterly and annual reports such as staffing guide, vacation due Balance, monthly operation, probation period, staff evaluations …etc.

**1996 – 1998**

**BELLE EPOQUE TRAVEL BUREAU**

**Executive Secretary**

**Responsibilities**:

* Handling all kind of Administration work and Office Support.
* Preparing correspondence letters for official communication standards and invoices to travel agencies.
* Follow up on all reservation and accounting functions and correspondence letters.
* Handling group stopovers (hotel booking – ticketing).
* Organize all communication channels between the various departments.