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Objective:

A challenging position, coordinating operations, involvement in projects that require power of decision, support with professional attitude and opportunity for growth, emphasis on safety and improving the company's quality of service provided to the customer, I am adaptable to changing work environments, and able to quickly learn additional responsibilities required in new employment situations.

Education:

Software Engineering awarded from Al Rafidain University College 2010

Qualifications:

- Typing 40 WPM Arabic and English
- Good speaking and writing English
- Excellent communications skills with great customer services and attitude.

Union Bank of Iraq – PUT THE DATE HERE

- Performing day-to-day administrative tasks, including logging entries onto spreadsheets, updating customer database, and processing and filling customer paperwork
- Undertaking a range of customer-service duties, answering telephone calls, acting as a point of referral for customers' queries and complaints
- Assisting banking staff with handling customers' requests in a timely manner
- Increasing banking business by targeting and capturing prospective customers
- Building and maintaining good relationships and rapport with customers by using best banking practices
- Assisting the staff in selling banking products and services
- Identifying, and recommending methods for improving administration
- Maintaining a positive work environment, and supporting banking staff to achieve common goals and objectives
- Performing all tasks in compliance with banking policies and procedures, and maintaining confidentiality of customer information

Gulf Shipping Co.: April 2013 – February 2016

- Performed various secretarial/clerical duties such as documenting, photocopying, faxing, mailing, and organizing filing system.
- Answered telephones and transferred calls to appropriate staff members.
- Sorted and distributed incoming communication data, including faxes, letters and emails.
- Monitored and maintained the company's website.
- Interacted with company staff, executives, clients, vendors and visitors on a daily basis.
- Organized the scheduling of meetings, conferences, and events.
- Coordinated agendas for meetings with visitors and clients– arranged guest and travel accommodations.
- Took care of staff office space, weekly schedules, travel reports, phones, parking, credit cards

and office keys.

- Maintained the office database – retrieved and organized information for individual employees and clients.
- Created spreadsheets and presentations for corporate executives.
- Purchased office equipment and supplies – contacted vendors and subcontractors.
- Established and implemented administrative policies and procedures for the office.
- Filed and recorded corporate documentation, electronic files, inventories and reports.

Al Awan Travel Agency.: March, 1st 2012 – July, 25th 2012

- Research travel options and presenting the best deals in terms of requirements.
- Ensure all bookings & reservations are processed accurately.
- Respond to all phone enquiries promptly, courteously and in a friendly manner.
- Filing, photocopying and general administrative duties.
- Build strong relationships with clients.
- Ability to achieve branch, team sales and profitability objectives.
- Monitor bookings throughout the working day.
- Negotiate corporate and best rates with hotels.
- Advising on and organizing visas & passports.
- Monitor competitor activity in order to maintain the most competitive rates.
- Handling high numbers of incoming calls from direct customers and travel trade.
- Create and arrange tour packages, groups coordinating and advising tour guides on costumer's culture and believes in order to provide excellent customer service and to implement the projects with professional manner.
- Works with admissions directors and representatives in scheduling, coordinating and delivering professional tours.
- Issue tickets Domestic and International, calculate fares, check availability of flights, provide competitive fares and regular follow-up with managers to determine the effectiveness of the plans and implementation.
- Makes hotel reservation and cars rentals in different countries and cities.
- Meets with international partner agencies to build strong relationship.

Al Rafid Group: February 15th 2011-January 1st 2012

- Greeted visitors, ascertaining the nature of their business, and referring them to appropriate staff members.
- Answered incoming calls on multi-line phone and responded to public inquiries in a courteous manner within scope of knowledge and authority and referred to other persons in as appropriate.
- Received and distributed incoming and outgoing emails and courier packages.
- Arranged meetings, scheduled appointments and traveled arrangements as requested.
- Composed routine correspondences, reports, forms and other materials.
- Set-up and maintained files, records and databases such as master extension, cell phone and office inventory lists, Facilitated and maintained storage facility and maintained current inventory list of items.
- Assisted in coordination of office services such as purchasing office supplies, ordering catering when needed and maintained office equipment (computers, printers, telephone system).
- Conducted monthly aging reports as well as accruals, Supported orders and facilitated financial

documents.

- Researched and investigated old contracts, preparing memos for files, excel and word spreadsheets.
- Reviewed and verified employees timesheets, Provided friendly and professional customer service to all employees and visitors.

Computer Skills:

Strong knowledge with all Computers Services, Strong knowledge with Microsoft Offices suite such as (Word, Excel and Power Point), Adobe Acrobat.