



ZAMAN NAJIM

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EXPERIENCE

ENGLISH AND FRENCH LANGUAGES
PRIVATE SECTOR 2010-2011

ADMINISTRATIVE
COORDINATOR OR
ADMINISTRATIVE
SPECIALIST

Excellence for Trade
LTD. CO. 2011-2012

CUSTOMER SERVICE
REPRESENTATION
Zain IQ Co. 2012-2018

EXECUTIVE ASSISTANT
Aljuboori co. for finance
and legal services 2020-
2021

PROFILE

I am aiming to obtain a practical training position in the field of social media management, communication, administrative coordination and executive assistance. I hope to develop my skills and expand my professional capabilities

ENGLISH AND FRENCH LANGUAGES
PRIVATE SECTOR 2010-2011

- I worked as English and French teacher in Private institution. I teaches the principles of the English language, using different methods to deliver successful courses. My responsibilities can vary based on the academic level and native language of the students. It can be include: planning course material and activities Assessing the students' progress (e.g. homework, exam grades, etc.) Building trusting relationships with students, parents, and other staff

**ADMINISTRATIVE COORDINATOR OR ADMINISTRATIVE SPECIALIST
excellence for Trade LTD. 2011-2012**

PROFESSIONAL SKILLS

Administrative
Coordinator
Administrative
Specialist
Communication skills
Networking Expert
Executive Assistant
TRANSLATION
English and French
Teacher

PERSONAL SKILLS

Creative spirit
Reliable and
professional
Organized Time
management
Team player
Fast learner
Motivated

- I've worked as administrative assistant and my job was to provide support to managers, other employees, and office visitors by handling a variety of tasks in order to ensure that all interactions between the organization and others are positive and productive. And had some responsibilities mention some of them
- Handling office tasks, such as filing, generating reports and presentations setting up for meetings, and reordering supplies Providing real-time scheduling support by booking appointments and preventing conflicts. Making travel arrangements, such as booking flights, cars, and making hotel and restaurant reservations. Screening phone calls and routing callers to the appropriate party. Using computers to generate reports, transcribe minutes from meetings, create presentations, and conduct research. Greet and assist visitors. Maintain polite and professional communication via phone, e-mail, and mail. Anticipate the needs of others in order to ensure their seamless and positive experience.

**CUSTOMER SERVICE REPRESENTATION
Zain IQ Co. 2012-2018**

- As a Customer service representatives i had to help customers with complaints and questions, give customers information about products and services, take orders, and process returns. By helping customers understand the product and answering questions about their reservations, they are sometimes seen as having a role in sales , i had some responsibilities such as:
- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

EXECUTIVE ASSISTANT

Aljuboori co. for finance and legal services 2020-2021

EDUCATION

AMa'amoon University
Collage
Bachelor degree in
Translation

LANGUAGES

ENGLISH : ADVANCES
FRENCH : BASIC
ARABIC : NATIVE
TURKISH : BASIC

- As an Executive Assistant i had to support our executive team. i was manage mostly business related tasks for the team such as creating reports, organizing travel and accommodation, taking minutes, and other organizational tasks. To do this role properly you should have a detailed understanding of the full Microsoft Office suite, be extremely fast at solving problems and have experience as an executive or administration assistant in the past, my responsibilities was :Preparing financial statements, reports, memos, invoices letters, and other documents.Answering phones and routing calls to the correct person or taking messages.
- Handling basic bookkeeping tasks.
- Filing and retrieving corporate records, documents, and reports.
- Researching and conducting data to prepare documents for review and presentation by boards of directors, committees, and executives.Helping prepare for meetings.
- Accurately recording minutes from meetings.
- Greeting visitors and deciding if they should be able to meet with executives.
- Using various software, including word processing, spreadsheets, databases, and presentation software.
- Reading and analyzing incoming memos, submissions, and distributing them as needed.
- Making travel arrangements for executives.
- Performing office duties that include ordering supplies and managing a records database.
- Experience as a virtual assistant.
- Opening, sorting and distributing incoming faxes, emails, and other correspondence.Provide general administrative support also this company specialist as registration companies such as (national and international companies)
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**Administrative Coordinator in Registration Section
Albani Collage University
Feb.2021 till Present**

COURSES

YOUTUBE : WORD ,
POWER POINT
UDEMY APP : RISK
MANAGEMENT
LINKDIN APP : EXCEL
ZOOM : BANKING
OPERATIONS INCLUDE
: Banking Awareness
Section Customer
Service Department
KYC Customer risk
assessment TELLER
Other banking
operations related to
clients and opening
accounts Credit
department Report
money laundering and
terrorist financing
Compliance
department
Remittances ACH-RTGS
Electronic cards
Electronic fraud
IELETS COURSE

- 1. Receiving the central admission lists for students and announcing them to students.
- 2- Forming a committee to receive and register students from the unit's employees on the recommendation of the division's supervisor. (By organizing all the documents required from the student for the purpose of registration and matching the student's name with the admission lists)
- 3. Coordination with the Deanship and the Scientific Departments through the Supervisor of Student Affairs for the purpose of distributing students according to their rates among the scientific departments in the college.
- 4. Preparing the final lists of accepted students according to the scientific departments for the purpose of issuing the administrative order for admission. And sending a copy of the order to all the scientific departments.
- 5. Editing and printing orders related to student issues (acceptance, cancellation of admission, transfer, enrollment lettering, withdrawal, postponement, etc.). Bachelor of)
- Mail, archive and validity of the publications.
- 6 · The work of the employee responsible for mail is limited to receiving and delivering the department's mail inside the college, as well as delivering and receiving mail from the Student Affairs Department at the university.
- 7 · As for the qualifications that must be met by the occupant of this activity.
- 8 · The employee responsible for archiving is restricted to keeping the files of graduate students and isolating them according to the type of study, the scientific department and the year of graduation.