

Ines Harrak

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A candidate with high communication skills and ability to interact with any person at all levels; a result from a vast experience in admin and events management. Also able to take on any responsibility of any job and have the enthusiasm and determination to ensure that it is made with success and a high level of professionalism and confidentiality. A real hard worker under stress and at any condition with a positive attitude and a smile on, remaining flexible, proactive, resourceful and efficient all times. A very presentable person who believes that work is not just a place where you go every day to accomplish a task but, your second home where you should look great and happy with your second family.



Experiences:

April 2012 – July 2014

UN Climate Conference COP18/CMP8 - Doha 2012
Qatar National food and Security Program (Heir Apparent's Office)
Senior Executive Assistant to Project Director



- Designed PowerPoint presentations for monthly divisional meetings with top-level executives.
- Arranged appropriate travel, visas, agendas, necessary contacts and country information.
- Scheduled meetings and assisted with meeting materials and agendas.
- Provide administrative assistance to all within Project Team
- liaise with internal staff at all levels
- Prepare and edit correspondence, communications, presentations and other documents such as organization charts, reports ...
- Provide translation assistance for all in-coming and outgoing correspondence and Project Team documents
- Provide receptionist duties for all arriving guests to the Project Office and determine whether they should be given access to specific individuals
- General word processing, dealing with telephone and email inquiries
- Organize and store paperwork Perform general office duties such as ordering supplies,
- Telephonic liaison with clients and delegates Assist at any promotional functions in the lead-up and over the Congress Event as requested
- Supervise, coach and train lower level staff
- Assist in any area in the project when needed.
- Provide logistical support to visiting executives in coordination with other Executive Assistants.
- Open, read, and wrote answers to routine letters.
- Investigated issues and problems and drafted responses to urgent requests.

Jan 2012- 31 March 2012

Doha International Maritime Defense Exhibition & Conference 2102 (QMDI & Qatar Emiri Naval Forces)

Registration Coordinator & PR assistant



- prepared staff handbooks to ensure that the workforce is aware of company policies
- Provided administrative support to numerous executives
- Prepared letters, memos and proposals
- Process purchase orders, receiving reports and confirmation of receipts daily
- Assisted with property Inventory cycle counting and other Inventory tracking duties as needed
- Assisted in Documents Translation (from French to Arabic / English to Arabic/ Arabic to English)
- Assisted personally the general manager (flights, hotels booking for business and personal trips.....)

Feb 2010- Aug 2010

NISSAN-INFINITY (AL MANNA COMPANY)

CRM Executive



- Handled customer's complaint or linked them with the adequate person to solve their issues
- Answered inbound calls as well as assist customers who have specific inquiries
- Built customer's interest in Nissan Motors
- Provided personalized customer service of the highest level
- Updated the existing databases with changes and the status of each customer/prospective customer
- Other tasks as assigned by my direct manager (translating, help him to prepare the sales reports, arrange meetings...).
- Assisted sales team when needed

Sep 2006 – Sep 2008

QATAR AIRWAYS AIRLINES – DOHA - QATAR

Cabin Attendant



- Insured safety and security of passengers on board and taking them safely to the desired destination.
- Interacted with passengers from different nationalities
- Checked all passenger security prior to take-off;
- Sold duty-free goods and advising passengers of any allowance restrictions in force at their destination;
- Reassured passengers and ensured that they follow safety procedures correctly in emergency situations;
- Gave first aid to passengers when necessary.
- As per Qatar airways standard we dealt with each passenger personally in order to insure a complete customers satisfaction
- Represented Qatar airways in the "gulf tournament in Doha".

Dec 2005 – Aug 2006

BIN HINDI EST. HUGO BOSS –BALDESSERINI -DUBAI

SALES EXECUTIVE



- Has been in charge of a very busy outlet in Bin Hendi Avenue
- Coordinate with a team of Six persons
- In charge of the stock for three premium collection: Women, Men, Kids
- Participated in different tasks such as: Displays, Inventory, arranged the Summer/ Winter collection
- Continuously sought to achieve the target
- Insured the warm welcoming of our clients by me and the staff to maximizing customer satisfaction
- Acknowledged our customers of our latest collection, promotion schemes
- Handled problems arising from customer complaints
- Participated in the "CAREER UAE" exhibition held in 2006 for headhunting the best locals for our company.

Aug 2004 – Aug 2005



Please find Below Screenshots of few recommendations received on Bayt.com

Recommendations

👍 Ines is extremely creative and hard working. She has excellent microsoft package skills and is not afraid to test the limits of any software package. She is very tenacious when she wants something and will go out of her way to achieve it, whether it is business or personal. I have no doubt that she will go far in her professional career and have no qualms in recommending her. She has this amazing personality that will be perfect for a PR position as she thrives on interaction with people from all walks of life.

By [Wasielah Dollie](#) (Manager) on May-07-2013

👍 I believe that Ines possesses great Microsoft office skills. She is a great mentor at work and takes notice to details which sets her apart from other employees. I learned a great deal from Ines on how to be persistent, professional, and detail oriented with my work. Her leadership skills are unmatched and i believe she will be an asset to any organization.

By [claudia kopty](#) (Subordinate) on May-07-2013

👍 Ines is an extremely reliable person. As the 20th World Petroleum Council Head of Logistics, I used to request numerous tasks from Ines and trusted that they will be done in the most professional and efficient way. Ines is an excel and PowerPoint genius. I learned a lot from her and enjoyed working with her very much. She is a hard worker with a very pleasant personality and teamwork spirit. I strongly recommend her to any prospective employer. [See less](#)

By [Ossama El Buy](#) (Colleague) on June-03-2013

👍 As director of Media & Communications for COP18 my work and the functions of my 20 strong team of media experts required almost immediate and continuous response from the Project Manager, Reda Ibrahim Al Ali. It was Ines H. Ghassani in her role as Executive Assistant to the Project Director at UN Climate Change Conference (COP18), that was the tireless and efficient interface, who managed very successfully to maintain smooth, clear and purposed inter-departmental communication. And this under intense relentless pressures borne of the build-up to and conduct of the Conference for a duration of 8 months. Also, Ines was able to exercise with convincing authority as primary contact and coordinator with directors of numerous Qatar government offices. Her abilities resulted in saving time and averting misunderstandings that were sure to surface in a multicultural and poly-discipline workforce that is working at breakneck to meet deadlines. I recommend with assurance and full certainty Ines H. Ghasani for her abilities, her personality and her stamina.

By [jamil mroue](#) (Colleague) on May-07-2013

As Retail Advisor - Ben Hendi Group

👍 Ines is a very hard worker & was always willing to learn & develop herself in all areas. she is very social, patient & can handle changes easily. she is a great team member & is very freindly. she adapts well in any enviroment & always takes all notes & tips under consideration & moves forward to improve herself..

By [Moustapha Abdul-Rassoul](#) (Manager) on May-13-2013