



17<sup>th</sup> May 1992



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Diera, Dubai, UAE

#### KEY SKILLS

English



Communication Skills



Photoshop



Organization and prioritization



Microsoft Office



Internet Surfing



Attention to Details



# GHADA FAROUK

## CAREER OBJECTIVE

Am a highly organized and hard-working individual looking for a responsible challenging position in a reputable organization to gain practical experience and expand my learnings, knowledge, and skills while making a significant contribution to the success of the company.

## PROFESSIONAL EXPERIENCE

ADMINISTRATIVE ASSISTANT & Training Coordinator  
*COMPASS for Training & Consultancy*  
August 2016 – September 2021

- Greeted every visitor with friendly smile and immediate offer of knowledgeable assistance.
- Answered telephone calls to provide information, take messages and set up appointments.
- Researched and compiled data to produce operational reports for senior leaders.
- Resolved guest and staff issues independently by using strong organizational, conflict management and decision-making abilities.
- Responded to questions and followed up on customer interactions.
- Provided expert service by communicating information to customers and following up on promises.
- Managed inbound and outbound calls to respond to inquiries and resolve concerns.
- Acted as company ambassador, professionally delivering high level of service and high-quality support to every customer.
- Wrote and distributed professional, error-free correspondence such as internal memos, email responses and professional letters.
- Reviewed daily reports in detail and resolved any identified discrepancies.
- Set up meeting spaces, organized supporting materials and secured services such as catering for longer conferences.
- Managed smooth and accurate supply restocking (stationary and buffet needs) to keep the business operating efficiently.
- Planned and established office management systems, achieving enhanced organizational effectiveness and performance.

## Education

Bachelor of Arts,  
Mass Communication Department  
*Ain Shams University,*  
2013

### Freelance Designer

*Arabian Company for Consulting & Training*  
*February 2016 to July 2016*

- Developed graphics for diverse company needs, including logos, flyers and online ads illustrations.
- Used Photoshop to create professional designs.
- Selected every detail of designs, including the style of images and text and the size of the type to be used.

### Data Entry & Research

*BME Global*  
*July 2013 to January 2016*

- Used provided Excel sheet of potential customers.
- Searched internet for data and contact info.
- Collected data and entered with high degree of accuracy.

## Courses

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- English conversation
- Photoshop
- English Conversation
- Master Your Communication skills ([alison.com](http://alison.com))
- C1- Advanced English Course ([perfectlyspoken.com](http://perfectlyspoken.com))