

SILVIA MAGDY GHALY ZAKY

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Objective:

To be a successful member in a well-established and respectful corporation. Seeking a challenging role in a professional environment where my skills and knowledge can be utilized and to build a good career.

Personal Information:

- **Date of Birth** : 09 / 10 / 1984.
- **Place of Birth** : Cairo – Egypt.
- **Nationality** : Egyptian.
- **Marital Status**: Single.
- **UAE Driving license**

Education:

- Bachelor Degree, Information System, Thebes Academy
Helwan University, (2001 – 2005)

Professional Experience:

Eastern Sands Real Estate LLC Abu Dhabi, UAE (September 2020 – Current)

“Executive Administrative Assistant/Office Manager”

- Act as the point of contact between the manager and internal/external clients
- Screen and direct phone calls/Emails and distribute correspondence
- Handle requests and queries appropriately
- Produce reports, presentations and briefs
- Devise and maintain office filing system
- Handling CRM and monitoring other Property advertisement portals.
- Create and maintain spread sheets in Excel and reporting to the Managing Director
- Compose, edit and draft letters, addendum, and property-related contracts.
- Calling Landlords, checking availability, arranging viewings
- Answering Inquiries, assisting clients
- Compile, organize and accurately finalize documents for office records.
- Manages social media marketing (Facebook, Instagram, LinkedIn, etc.

Health Quest Catering Services LLC Abu Dhabi, UAE (January 2020 – July 2020)

“Sales and Operation Manager”

- Reporting to the management in the head office on weekly basis daily if needed, and make sure to provide salient information about the status and progress of the business.
- Submit a Daily sales report to the management (visit memos) that include full details of each visit & its outcome.
- Responsible for the daily direction of the dietary department including co-ordination, control and evaluation of dietary policies and objectives, staff supervision and direction, including inspection visits to the kitchen and supervision the follow up reception staff and take care of customer services.

- Manage all operational work starting from the Center to the kitchen and drivers.
- Manage and Coordinate with the dietitians to Plan daily menus, therapeutic diets, controls food stocks, portion and waste controls, ensures diet records are maintained.
- Develops with the dietitians Manager in-service training programs for dietary staff in areas such as nutrition, therapeutic diets and food preparation, the staff meetings, recommends on policy, departmental organization.
- Responsible for all operational tasks, all paper work (internal/external), presentations and governmental approvals and the individual/corporate customer.
- Monitor customer preferences to determine focus of sales efforts.
- Following up on websites, social media accounts
- Manage all HR needs and procedures, recruiting, interviews, monitoring staff.

Karaz Chocolate. Abu Dhabi, UAE (March 2016 – January 2020)

“Office Manager/ Human Resources / Social Media / PRO/Personal Assistant”

Office Manager- Personal Assistant

- Manage internal staff relations
- Prepare operational reports and schedules to ensure efficiency
- Ensure security, integrity and confidentiality of data
- Coordinate office staff activities to ensure maximum efficiency
- Participate actively in the planning and execution of company events
- Manage executives’ schedules, calendars and appointments
- Coordinate with IT department on all office equipment
- Organize office operations and procedures
- Organize and schedule meetings and appointments
- Relayed important messages from management to the employees quickly via word of mouth, memos and bulletin notices
- Point person for maintenance, mailing, shipping, supplies, equipment, bills and errands
- Planned the time table schedule of business, personal and weekend events
- Efficiently managed telephone calls, emails and collected/ sort mail
- Scheduled and coordinated creative and educational activities weekly

Human Resources

- UAE HR Policies and Procedures.
- Organize orientation and training of new staff members
- Recruit and select office staff
- Completed documentation for staffing, trainings, performance evaluations Probation, performance management and Maintaining employee records.
- All employment documentation.
- Organizing and rolling out staff training initiatives.
- Processing payroll information.
- Planned and supervised all personal travel arrangements including: air travel, ground transportation, and accommodations

Public Relations Officer (PRO)

- Collect and give regular updates on all work and migration standards from the government offices to keep the HR office well informed for any changes in procedures and rules.

- Submit, follow-up and gather all new work and business visas to guarantee that the visas are handled and processed on time.
- Renew, update and keep up all workers and their dependents' visas and work contracts on time to guarantee that organization's records are up to date in the labor and Immigration Departments. Send notification to employees on required documents before their visa expires.
- Makes sure all business and trade Licenses are updated, follow-up official approvals and permits.
- Deal promptly and productively on general enquiries about PRO functions
- Assist the office in determining any issues identified with organization vehicle registration and renewals
- Knowledgeable enough on the process of getting residency permits.

Social Media

- Produce reports and suggests recommendations that can maximize and increase site ranking
- Drive day-to-day publishing efforts across all channels such as posting to social channels.
- social media to engage with audiences and build excellent relationship.
- creating content for multiple Social Media channels.
- Social Media Marketing and Building Strong Referral Networks
- Monitor effective benchmarks for measuring the impact of social media programs, and analyze, review, and report on effectiveness of campaigns in an effort to maximize results.

Egyptian International Trading & Agencies Co. (EIT) Cairo, Egypt (August 2006– May2015)

“Logistics & Sales Coordinator”

- Prepared all reports from (CRM System).
- CRM administrator.
- Supported all sales team to achieve the company's targets.
- Prepared Customer Report for Showroom Managers.
- Assistant for the General Manager.
- Enhance Customer Satisfaction.
- Prepared all stock reports of company's dealers and the sales records.

Languages:

Arabic: Mother Tongue

English: Good (Spoken & Written)

Personal Skills:

- Hard worker and able to work under pressure.
- Keen to learn and responsive to feedback.

Computer Skills:

- Microsoft Office (Word, Excel, Power Point).
- Oracle
- Internet Skills.
- Ability to conduct internet researches.

References will be furnished upon your kind request.