



Maya Haffar

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Professional Summary

- **Experience:** 12+ years of driving efficient office operations and administrative support.
- **Education:** Holds a Business Administration Diploma and a Bachelor's Degree in English Literature.
- **Specialties:** Office Management, Facilitating internal and external communications, Day-to-Day administrative, financial, and operational support.
- **Languages:** Arabic (Native), English (proficient in reading, writing, speaking)
- **Visa:** Residency Visa

Skills

Organizational Skills | Time Management | Vendor and Supplier Management | Confidentiality | Scheduling | Filing and Documentation | Data Entry | Data Analysis | Microsoft Office | Multitasking | Meetings Minutes | Coordination | Business Etiquette | Administration | Memos

Experience

Office Manager | Scene Medical Equipment Trading LLC, UAE | 04/2022 to Present

- Managed communication with over 15 suppliers, ensuring smooth collaboration and provided product samples for quality approval, handling a catalog of 50+ items.
- Ensure precision in financial transactions, by preparing detailed quotations, sales invoices, and LPOs and minimizing discrepancies.
- Demonstrate exceptional written and verbal communication proficiency, crafting clear and concise emails, memos, documentation, meetings, and interpersonal interactions.
- Oversee Human Resources operations by actively participating in candidate interviews and hiring decisions when needed and oversee the performance of office staff.

- Handled large volumes of data entry tasks, exceeding timelines without compromising accuracy.

Executive Assistant to Managing Director | ENERTEC FZ-LLC, UAE | 09/2018 to 04/2022

- Participated in meetings, ensuring a comprehensive understanding and documentation of discussed topics including minutes, action items, decisions, and assigned tasks.
- Collaborated with concerned parties to address queries, provide updates, and ensure a shared understanding of post-meeting expectations.
- Coordinated daily operations at the front desk, facilitating smooth processing of payments, and addressing customer inquiries, concerns, and special requests.
- Collected and analyzed client feedback data to identify high-demand items, resulting in increased loyalty and positive brand perception.
- Developed the ability to grasp task requirements, minimizing the need for redoing work.

Manager of Administration and International Relations | Federation of Syrian Chambers of Commerce, Damascus, Syria | 01/2002 to 02/2015

- Contributed to successful international business relations by accurately translating all English business correspondences into Arabic and vice versa.
- Played a key role in Businessmen Councils by attending key meetings, providing detailed reports and minutes, contributing to well-informed decision-making processes.
- Managed digital correspondences via email, reducing response times and enhancing overall communication efficiency.
- Ensured 100% accurate and accessible record-keeping by classifying member data for each council
- Verified and matched data of goods invoices, certificates of origin, and bills of lading contributing to an error-free invoicing process.

Education

- Business Administration Diploma – Level Up Academy, 2021
- Bachelor's Degree in English Literature – Damascus University, 2001

Certifications

- **American Language Center:** Business Communication Skills Course
- **SEBC:** Introduction to Modern Management/Management Skills
- **New Horizons Center:** HTML, Front Page, Dream Weaver
- **Computer Courses:** Windows, Word, Excel, Photoshop, PowerPoint, Internet
- **Higher Language Institute - Damascus University:** In English as a Foreign Language
- **The American Language Center:** Teacher Training Course
- **ICDL Certificate:** SBS Center
- **Digital Marketing Strategy Certificate:** Simplilearn Website