

## **Rana Ahmed Osman**

- Date of Birth: September 09,1988
- Marital status: Married
- Contact Number: 0589212049 or 0586614550
- Email: [ranaahmedosman755@gmail.com](mailto:ranaahmedosman755@gmail.com)



### **Education:**

- Mokatam academy for modern science  
Licentiate Language and translation (2011)

### **Work experience:**

- March 2021 – PRESENT  
Zahret El Hanan Beauty Salon (UAE – AL AIN)

#### **Salon Manager**

- Supervised, trained, and motivated a team of 24 individuals.
- Tracked and monitored company finances while ensuring supplies
- Utilized Microsoft office to create optimal scheduling tool that provided minimal discrepancies.
- Initiated training classes for team members to promote company brand and revenue.
- Increased retail sales
- Utilized motivational tools such as contests to excite and engage workers.

- Organized recruiting event for continuing education in order to recruit optimal professionals for our store.
  - Prepared monthly budget and tracked salon expenses.
  - Interacted daily with customers to ensure an optimal level of customer satisfaction.
- **December 2020 – Feb 2021**  
**Al Marsal Poultry Company (UAE - AL AIN)**

**Administration Manager**

- Monitor costs and expenses to assist in budget preparation
- Guiding the organization's activities
- Identifying opportunities to improve a business' policies or objectives
- Ensuring a company is operating securely and effectively
- Preparing and reviewing operational reports
- Leading and/or participating in meetings

- **2015- 2020**  
**Regional center for food and feed**

**Administrator and customer service officer**

**At shipments department**

- Reviewing and validating all shipments documents related to food and feed.

- Planning shipments based on product availability and customer requests.
  - Tracking orders to ensure timely deliveries.
  - Preparing shipping documents (like invoices, purchase orders and bills of lading).
  - Provide information to customers about the status of their orders.
  - Resolve problems pertaining to customer orders.
  - Coordinate with sales and other appropriate departments in processing orders.
  - Maintain and update customers' database.
- Interact with accounts receivables team regarding payments.

- **2013-2014**

**Arrow Media Company**

**Assistant manger**

- Assisting the manager in organizing, planning and implementing strategy.
- Coordinating retail store operations.
- Ensuring store schedules and objectives are met by employees.

**Marketing assistant**

- Undertaking daily administrative tasks to ensure the functionality and coordination of the department's activities.
- Supporting marketing executives in organizing various projects.
- Conducting market research and analyzing consumer rating reports/questionnaires.

- **2012-2013**  
**Etisalat Company**

**Telesales agent**

- Initialing sales with potential customers over the phone.
- Keeping up to date on all products and informing customers' of new products.
- Answering customers' questions on the products.
- Meeting sales quotas.

- **2011-2012**  
**Lebanon Press Company**

**Marketing agent**

- Design and oversee ad layouts.
- Present projects to clients and work with them to strategize and improve the material according to their needs.

**Language:**

- Arabic    Native language
- English    very good

**Computer skills:**

Proficient with Microsoft Word, Excel, and PowerPoint

**Additional courses:**

- ICDL diploma

**Interpersonal skills:**

- Excellent Communication skills
- Creative, Reliable and Dynamic
- Self-motivated and Goal-Oriented
  - Problem Solving
  - Critical Thinking

***Thanks for your time & hope to meet your requirements.***