

Rana Ahmed Osman

- Date of Birth: September 09,1988
- Marital status: Married
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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.