



SALLY ARAFAT MOHAMED
Mobile No.: 01010681781
sallyarafatsa@gmail.com

OBJECTIVE

Seeking a leading position, that will enable me to utilize my professional competencies in the field of Administration & Digital Marketing and Customer services Management, in a challenging work environment in a fast growing company and / or a multinational one.

SUMMARY OF EXPERIENCE

I have more than 20 years experience in the field of Administration Management. High-level of expertise in Administration Works (Digital Media – Marketing –Customer services), include purchasing. Planning of Administration Works include installation, support and Managing Clients Projects. Manage all big projects.

–Experiences in Use sing All Different Applications

- Window (XP, Vista, windows7).
- MS Office All Versions (Word - Excel - Power Point, Access)
- Dos

– Experiences in Use sing All Different Data Base

- SQL Server 2005 - Access All Versions
- Oracle

–Experience in communications with Senior Management.

ACHIVEMNETS

- **In Beyoot for Engineering & Contracting** work as CEO Personal Assistant.
- **In Apple Media Egypt work** as a vice president, Digital media Marketing, Office Manager, purchasing department and import Manger.
- **In Yellow Pages – Egypt** work as a media consultant for the client to create Digital Marketing Plans and set up it and do it with ROI for eachclient.
- **In 4 Direction Marketing & Advertising Agency** I worked for 3 years as assistant for Marketing manager and handling meeting point and following the open cases with clients and replay mails and I type fast.
- **In DPI Advertising Agency** I've managed sign a contract with Ministry of Commutations& Information Technology, Within 250,000 LE .

Beyoot for Engineering & Contracting

CEO Personal Assistant

- Screening telephone calls, taking messages and responding to queries.
- Arranging domestic and international flights, transportation, and accommodation
- executives' personal and business diaries.
- Coordinating meetings, conference calls, and interviews.
- Preparing the board meetings, which includes drafting agendas, gathering and printing all necessary documents, and organizing refreshments.
- Organizing fund-raisers, staff appreciation functions, and other company events.
- Forwarding or replying to emails and correspondence addressed to C-level.
- Compiling and submitting expense reports to C-level executives.
- Performing personal errands for C-level executives as required.

Apple Media LED Screen Technology

VICE PRESIDENT

- Meeting with staff members to discuss projects and set goals for upcoming projects
- Overseeing the development and implementation of corporate strategies to achieve business goals
- Working with management to develop human resources policies and procedures that comply with government regulations
- Representing the company at industry events and conferences
- Preparing executive briefing materials such as memos and reports for meetings with staff or clients
- Coordinating activities for special events such as fundraisers or charity auctions
- Overseeing employee training and development programs to ensure that all staff members are properly trained for their jobs
- Reviewing reports about company performance to identify areas for improvement
- Conducting exit interviews with departing employees to learn about their experiences at the company

□ OFFICE MANGER & PURCHASING AND IMPORT MANGER

- organizing meetings
- arranging appointments
- typing
- booking transport and accommodation
- attending meetings with senior management
- preparing letters, presentations and reports
- supervising and monitoring the work of secretarial, clerical and administrative staff
- delegating tasks to junior employees
- Manage Contact, prices and Make Quotation for the clients and office vendor
- keep a check on stock levels;
- conduct research for the best products and suppliers in terms of best value, delivery schedules and quality;
- keep contract files and use them as reference for the future;
- Prepare and process requisitions and purchase orders for supplies
- Review purchase order claims and contracts for conformance to company policy.
- Develop and implement purchasing and contract management instructions, policies, and procedures.

□ DIGITAL MARKETING MANGER

- Developing and managing Digital Marketing Campaigns
- Great the Ideas for the company
- Customer services manager tasks
- Follow up all the Marketing ways
- Follow Up all the Customer service agents.
- Handle all the problems of any client.
- Oversee a social media strategy
- Generate Monthly Reports on Our Marketing Campaign's Performance
- Partner With Advertising and Media Specialists to increase marketing results
- Communicate With our President about marketing goals and results.

MAY.2012 – MARCH 2014

Yellow Pages – Egypt

• DIGITAL MEDIA CONSULTANT

- Support Multinational customers.
- Managing all big projects.
- Pre-Sales for huge deals.
- Make Administration reports.
- Following & reviewing the offers and designs.
- Following Tenders.
- Preparing offers.
- Following & reviewing the offers and designs.
- Customers Service.

MetLife Alico

- SALES AGENT

- Attend meetings, seminars and programs to learn about new products and services, learn new skills, and receive technical assistance in developing new accounts.
- Calculate premiums and establish payment method.
- Call on policyholders to deliver and explain policy, to analyze insurance program and suggest additions or changes, or to change beneficiaries.
- Confer with clients to obtain and provide information when claims are made on a policy.
- Contact underwriter and submit forms to obtain binder coverage.
- Customize insurance programs to suit individual customers, often covering a variety of risks.
- Develop marketing strategies to compete with other individuals or companies who sell insurance.
- Ensure that policy requirements are fulfilled, including any necessary medical examinations and the completion of appropriate forms.
- Explain features, advantages and disadvantages of various policies to promote sale of insurance plans.
- Explain necessary bookkeeping requirements for customer to implement and provide group insurance program.
- Inspect property, examining its general condition, type of construction, age, and other characteristics, to decide if it is a good insurance risk.
- Monitor insurance claims to ensure they are settled equitably for both the client and the insurer.
- Perform administrative tasks, such as maintaining records and handling policy renewals.
- Plan and oversee incorporation of insurance program into bookkeeping system of company.
- Seek out new clients and develop clientele by networking to find new customers and generate lists of prospective clients.
- Select company that offers type of coverage requested by client to underwrite policy.

MAY.2008 – MAR.2011

4 Direction Marketing & Advertising Agency

- ASS. OF MARKETING MANAGER

- Support Multinational customers.
- Managing all big projects.
- Pre-Sales for huge deals.
- Make Administration reports.
- Following & reviewing the offers and designs.
- Following Tenders.
- Preparing offers.
- Following & reviewing the offers and designs.
- Customers Service.
- Following company exporters
- Make Review Client's account.

AUG.2006–APR.2008

DPI Advertising Agency

- MARKETING EXECUTIVE

- Support Multinational customers.
- Managing all big projects.
- Pre-Sales for huge deals.
- Make Administration reports.
- Following & reviewing the offers and designs.
- Following Tenders.
- Preparing offers.
- Following & reviewing the offers and designs.
- Customers Service.
- Following company exporters
- Make Review Client's account.

QUALIFICATIONS & SKILLS

- Possess excellent verbal and written communication skills
- Quick learner and ability to work under pressure
- In-depth knowledge of Database Techniques, OS and Data Structures
- Possess good management and organizational skills
- Ability to work in a team and under pressure
- Good motivator, enthusiastic and open to learn new ideas
- Sound knowledge of recognizing and analyzing information problems
- Ability to handle multiple tasks
- Handling phone calls and customer queries.
- Recording customer details into database and scheduled appointments for Senior staff members.
- Excellent knowledge in computer applications
- Ideal For Surfing Internet And Searching
- Sincere, dynamic and hard-working.
- Ability to interact with all kinds of people.

TRAINING COURSES

- *Oracle Business Intelligence 10g*
- *Developing Web Applications Using Microsoft Visual Studio 2008,*
- *Developing Mobile Applications Using the Microsoft .NET Compact Framework*
- *Microsoft SQL Server 2008*
- *Microsoft Visual Studio 2008*
- *Microsoft official course in Orascom Training and Technology*

EDUCATION

- Bachelor Degree: information System ,faculty of computer and information Science, Ain Shams University (2010) .

Personal Details:

- Name: Sally Arafat
- Date of Birth: 1/6/1987
- Employment Status: Full time
- Relationship status: Single