

ACCOUNTANT Summary

Creative, active with a prove ability to manage multiple tasks seeking a position whereby my personal & technical skills can be applied & developed. The ability to screen candidates to ensure of the qualifications. The ability of negotiating salaries and preparing job offers. Conducting appropriate investigation such as calling references and performing a background check. Conducting orientation sessions with new employees. Set KPIs and job description for each position. Ability to manage employers' benefits programs. Manage all types of leaves like annual, sick, maternity or casual leaves using very advanced systematic methods with full analysis. Preparing and performing the induction training to new employers. The ability of preparing periodic quizzes which used to evaluate product knowledge. Communicating job vacancies and preparing required assessment. Set performances drivers to be allied with organization goals. Excellent understanding & applying for Company Objectives, Strategy & Organization Culture. Excellent Skills in conflict resolving. Excellent Ability to Identify Personal Differences & Build tailored development Plan. Excellent Ability to train and guide groups of different backgrounds & Adapt different Cultures. Excellent Ability to identify relationship between different & unrelated aspects. Excellent Ability to Identify Potentials, Design & Conduct Development plan. Excellent Ability to lead low performers into the track. Excellent Ability to rewrite the rules & reach Exceptional Decisions. Ability to Set & Develop Business Quality Bench marks. Excellent Awareness & applying for Customers Handling Techniques. Ability to Assess Trade Zone Potentiality & Set Proper Sales Tactics. Excellent Ability to Identify Products & Services Advantages & train the team by the best-selling techniques. Excellent Ability to Identify Risk & eliminate Process gaps that may cause fraud cases. Auditory Understanding for Vodafone Application. Excellent Listening Skills. Excellent Reporting Skills. Excellent Presentation Skills. Goal Oriented Excellent Communication Skills Vocal & Mailing.

Highlights

Master of International Business Administration [MIBA] (Ongoing [ESLSCA])

Microsoft Office [Word, Excel, Access, Power point, Outlook].

Microsoft Visual Studio (Visual Basic 6.0, Visual Basic .Net)

Build & design web pages and desktop applications. Department: HR.

Experience

Accountant

November 2001 to June 2004 Company Name

- Liaising and networking with a range of stakeholders including customers, colleagues, suppliers and partner organizations; communicating with target audiences and managing customer relationships; sourcing advertising opportunities and placing adverts in the press - local, regional, national and specialist publications - or on the radio, depending on the organization and the campaign; managing the production of marketing materials, including leaflets, posters, flyers, newsletters, e-newsletters and DVDs; Ability to classify customers based on geographic and cluster basis.
- Writing and proofreading copy.
- The ability to implement the forecasting based on the newest theories.
- liaising with designers and printers; organizing photo shoots; arranging for the effective distribution of marketing materials; maintaining and updating customer databases; organizing and attending events such as conferences, seminars, receptions and exhibitions; sourcing and securing sponsorship; conducting market research such as customer questionnaires and focus groups; contributing to, and developing, marketing plans and strategies; Managing budgets.
- Evaluating marketing campaigns.
- Monitoring competitor activity.
- Supporting the marketing manager and other colleagues.

Customer service representative

June 2004 to November 2006 Company Name

Retail Supervisor

December 2006 to September 2008

- Back office Trainer for new hiring retailers till Nov 2009 Operation Support to analysis retail stores' figures.
- Set action plans for improvement.
- Tracking warehouse stock.
- Training & development dep.
- Set evaluation system
- train new hiring staff on company policy, persuaders, product knowledge, applications, and Handling customers.
- Join Vodafone retail academy team as certified trainer.
- Cascade retail academy training material (How to achieve sales target, How to Handle angry Customers, How to inspire your team, How to motivate low performance people, How to prepare sufficient forecasting, How to use mindset positively.
- Assistant store manager Prepare monthly and annually reports, finding new and professional ideas to achieve sales target.

- Motivate staff members , Inspiring and supporting them to achieve their KPIs.
- Set required action plans to determined improvement areas and evaluating progress.
- Compare store KPIs sales target achievement, customer experience score (NPS) , Mystery Shopper score, Number of people achievement , Number of complaints.

Education

Middle East Language School (MES) Faculty of commerce, Alexandria University, Accounting Dept.

Master of International Business Administration Vodafone Retail Academy MIBA ESLSCA

Oxford Business School GPA: 3 years at First Egypt "Vodafone Partner". 3 years at First Egypt "Vodafone Partner".

Certifications

COURSES & CERTIFICATIONS Strategic Human Resource Management [HRM] (Oxford Business School) Microsoft Certified Professional [MCP] (Microsoft) Vodafone Best Retailer (Vodafone)

Personal Information

Possessing solid knowledge of business finance, training and development backed up with superior communication, computer & presentation skills.

Have intensive experience in handling customer needs & complaints, keen to work both. Date of Birth : 20 Sep -1978 Marital Status: Married.

Military Status: Exempted.

Skills

Visual Basic .Net, Accounting, photo, advertising, Arabic, budgets, business administration, conferences, databases, English, exhibitions, Fast, focus, forecasting, French, hiring, Human Resource, HR, International Business, Managing, marketing plans, market research, marketing, marketing materials, MBA, Access, Back office, Microsoft Certified Professional, MCP, Excel, Microsoft Office, Outlook, Power point, Word, networking, newsletters, organizing, posters, press, printers, progress, proofreading, publications, radio, Retail, sales, seminars, Strategic, Trainer, typing, Visual Basic 6.0, Microsoft Visual Studio, web pages, written

Additional Information

- PERSONAL INFORMATION PERSONAL INFORMATION Possessing solid knowledge of business finance, training and development backed up with superior communication, computer & presentation skills. Have intensive experience in handling customer needs & complaints, keen to work both. Date of Birth : 20 Sep -1978 Marital Status: Married. Military Status: Exempted.