

# Marwan Al Muaini

Administrator manager



Welcome.

Marwan Al Muaini, financial and administrative manager.

I have more than 14 years of experience in the field of customer service, business administration and financial management, during which I was able to work with various companies in Call Centers, showrooms, Personnel Management, and financial management department.

I also have a high skill in the following:

- \* Managing social media pages.
- \* Developing and implementing marketing plans and strategies.
- \* Work under high pressure.
- \* Work with the team in harmony.
- \* Make recommendations on advertising to improve it.
- \* Staff management and monthly work schedule.
- \* Full knowledge of the Microsoft Office word – excel – power point program.
- \* Flexible in dealing with staff and management.

I am glad that you have contacted me and answered any inquiry.

## Work Experience

### Customer Service contact center champion, Ooredoo, Muscat

May 2008 - October 2012

- Developed strong customer relations by providing timely and accurate information and solutions to customer inquiries.
- Assisted customers with product selection, product orders, and product returns.
- Exceeded customer service expectations by going above and beyond to ensure customer satisfaction.
- Implemented process improvements to streamline customer service tasks and improve efficiency.
- Utilized problem-solving skills to quickly and effectively resolve customer complaints.
- Handled customer inquiries via phone, email, and live chat in a professional and courteous manner.
- Maintained a high level of customer service standards and provided an exceptional customer experience.

### Outlet supervisor, Omantel, Muscat

February 2013 - May 2019

- Assisted in the preparation of financial forecasts and projections.

## Personal Info

almuaini2013@gmail.com

91200219

Al Amerat - Al Nahdha,  
Muscat, Oman

*ID Number*

11731251

*Nationality*

Omani

*Driving License*

yes i have

*Date of birth*

29/11/1986

## Skills

Time management



Problem solving



Decision making



Budgeting skills



- Well-versed in problem solving, decision-making and conflict resolution.
- Motivated and inspired staff to develop their full potential.
- Exceeded customer service expectations by going above and beyond to ensure customer satisfaction.
- Demonstrated leadership skills in managing challenging customer cases.
- Developed and maintained positive relationships with customers, vendors and colleagues.

**Financial & Administrator, Ahmed Al Hawari Advocates & Legal Consultants, Muscat**

August 2019 - Present

- Successfully managed financial operations for a team of 10 staff members.
- Developed and implemented accounting procedures to ensure accuracy and efficiency.
- Coordinated with external auditors to ensure compliance with applicable financial regulations.
- Generated accurate financial statements and reports on a monthly basis.
- Established internal control procedures to ensure accuracy in financial records and transactions.
- Maintained a record of all financial transactions and monitored cash flow.
- Provided support to the finance team to ensure timely and accurate financial transactions.

**Education**

**High school , Ahmed bin Said Al Khalili**

Graduated from high school in the academic year 2002 - 2003

**Foundation, Higher College of Technology (C)**

May 2005 - December 2005

Successfully complete the English program level Three (Advanced) grade (C)

**Foundation, Higher College of Technology (- A)**

December 2004 - June 2005

Successfully complete (IT program) and (Math) in Academic year 2004-2005

**Hobbies**

Workouts, camping, browsing internet, and using social media.

**Leadership skills**



**Planning abilities**



**Teamwork**



**Interpersonal skills**



**Interpersonal skills**



**Communication skills**



**Communication skills**



**Leadership**



**Work ethic**



**Organizational skills**



**Communication**



**Problem-solving**



**Attention to detail**



**Adaptability**



**Adaptability**



**Languages**

**Arabic**



**English**



**Urdu**

