

Mohamed Said Metwally

Administrative Assistant

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SUMMARY

Resourceful and detail-oriented Administrative and Marketing Coordinator with over 15 years of experience in sales, electronic marketing, and administrative support across Egypt, Malaysia, and Oman. Proven ability to coordinate training programs, manage customer relations, and streamline operations. Highly adaptable, with strong communication skills and a deep understanding of business management principles. Committed to continuous development and delivering measurable results in fast-paced environments.

WORK EXPERIENCE

Administrative Assistant - Express Travel Company for Transportation

Alexandria, Egypt | 2021 - 2024

Key Responsibilities:

- Provided comprehensive administrative support, including document handling and scheduling.
- Coordinated logistics for travel operations, ensuring smooth execution of daily routes.
- Maintained accurate filing systems and records for efficient retrieval.
- Responded to customer inquiries and resolved issues promptly and professionally.

Training Coordinator & Administrator - Sama Al Khaleej Center

Sultanate of Oman | 2019 - 2020

Key Responsibilities:

- Managed scheduling and coordination of training programs and sessions.
- Prepared training materials, attendance sheets, and evaluation reports.
- Communicated with trainers, participants, and international partners to ensure seamless operations.
- Maintained budget control and logistical arrangements for courses.

Digital Marketer - International Center for Training & Consulting

Malaysia | 2013 - 2018

Key Responsibilities:

- Executed digital marketing campaigns across email, SEO, and social media platforms.
- Designed marketing materials and managed website content.
- Coordinated training course logistics and handled participant registrations.
- Analyzed market trends to improve campaign performance and increase engagement.

Sales Representative - Signal Alex (Orange Telecom)

Alexandria, Egypt | 2010 - 2012

Key Responsibilities:

- Promoted and sold telecom services to individual and corporate clients.
- Built and maintained customer relationships, achieving and surpassing sales targets.
- Delivered product presentations and handled contract agreements.
- Provided after-sales support and service issue resolution.

Sales Representative - Lagoon Club, Alexandria
Alexandria, Egypt | 2008 - 2010

Key Responsibilities:

- Marketed club memberships and packages to potential clients.
- Organized promotional events and open days to attract new customers.
- Ensured high levels of customer satisfaction through effective communication.
- Maintained daily reports on leads and closed deals.

EDUCATION

Bachelor's Degree in Commerce - Business Administration

- *Alexandria Academy, Egypt*
- Graduated: 2007

CERTIFICATIONS & TRAINING COURSES

- Negotiation Skills Course - International Center for Training & Consulting, 2013
- Digital Marketing Skills Course - International Center for Training & Consulting, 2014

SKILLS

Professional Skills

- Administrative Coordination
- Digital Marketing
- Customer Service
- Sales & Negotiation
- Training Program Management
- Travel and Event Logistics

Technical Skills

- Microsoft Excel
- Microsoft Word
- Email Campaigns
- CRM Systems
- SEO & Social Media Tools

Personal Skills

- Strong Communication
- Problem Solving
- Time Management
- Multitasking
- Adaptability
- Team Collaboration
- Cultural Awareness

LANGUAGES

- Arabic: Native
- English: Good (Reading, Writing & Speaking)

PERSONAL INFORMATION

- Date of Birth: March 16, 1985
- Marital Status: Single
- Military Service: Exempted

REFERENCES

Available upon request.