



Nahla Medhat

Dubai, United Arab Emirates

• +971565733115

• Nahla.Medhat87@gmail.com

• <https://ae.linkedin.com/in/nahla-medhat-a7480470>.

▪ Administrative Assistant.	▪ Executive Assistant.	▪ Personal Assistant.
▪ Administrative Officer.	▪ Operation Manager.	▪ Sales Team Leader.

Target Positions:

- Driven by a passion for challenges, I am actively seeking a challenging role within the Administration Department of a reputable company. I am well-suited to roles that demand a high standard of quality and precision, and which offer the opportunity to integrate my personal growth.

Basic Information:

Nationality : *Egyptian*.

Driving License: *Valid*.

Residence Permit: *Valid*.

WORK EXPERIENCE

Hazar Omar for Perfumes &Cosmetics:

- Dubai
- Full Time (May 2021 till October 2023).

Administrative Officer & Personal Assistant to General Manager:

- Direct all operational aspects including distribution operations, customer service, human resources, administration, and sales.
- Assess local market conditions and identify current and prospective sales opportunities.
- Develop forecasts, financial objectives, and business plans.

- Meet goals and metrics.
- Manage budget and allocate funds appropriately.
- Follow up tasks with the team and give periodically update to the GM.
- Assist in hiring the new staff, coach and train them.
- Manger the GM calendar and appointments.
- Bring out the best of branch's personnel by providing training, coaching, development and motivation.
- Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities.
- Share knowledge with other branches and headquarters on effective practices, competitive intelligence, business opportunities and needs.
- Address customer and employee satisfaction issues promptly
- Adhere to high ethical standards and comply with all regulations/applicable laws.
- Network to improve the presence and reputation of the branch and company.
- Stay abreast of competing markets and provide reports on market movement and penetration.

ES Dubai Academy

- Dubai
- Full Time (Feb 2019 till March 2020).

Administrative Officer& Personal Assistant to CEO:

- Maintaining contacts with customers to ensure that their needs are met and that they are satisfied with the service provided.
- Processing applications for new policies, renewals, claims, or other transactions using an insurance company's computer system.
- Ensuring that claims are processed in accordance with state regulations regarding time limits, notification of decisions, and appeals processes.
- Researching and resolving any issues that arise with customers' claims.
- Providing customer service to clients by answering questions about policy coverage or claims status.
- Follow up tasks with the team and give periodically updates to the CEO.
- Prepare periodic reports and update the CEO with the state of tasks.
- Managing relationships with insurance companies, brokers, agents, and other intermediaries involved in the delivery of insurance products.
- Coordinating with other departments within the company to manage policies in process.
- Preparing reports on claims statistics or other topics relevant to insurance claims processing
- Maintaining records of all insurance transactions, including customer contact information and claim history.

EDUCATION

Economics and Foreign Trade department.

- Helwan university. Egypt 12/2018-05/2021

Certificate in Marketing & Sales

Brooklyn Academy in Cairo • EGYPT • 01/2018-11/2019

- Studied The Foundation Certificate in the market research at the Brooklyn Academy co-operation with the Canadian academy in Cairo.

SKILLS & Competences

• organizational skills	• Analysis	• Career Coach
• Leadership	• Flexibility	• Presentation
• Project Planning	• Result Orientation	• Stress Management
• Teamwork	• Customer Service	• Communication

Courses & Workshop:

Improve Sales Forecasts.

ESLSCA University – Egypt.

04/2021 - 01/2022

MBA in Marketing

Canadian Academy – Egypt.

01/2014 - 01/2015

MBA in Management

Canadian Academy - Egypt.

01/2014 - 01/2015

Customer service

Canadian Academy - Egypt.

01/2014 - 01/2015

Electronic Accounting

Accounting Chamber

06/2013-06/2014

REFERENCE AVAILABLE UPON REQUEST.