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Location: Dubai, UAE

Languages: Arabic, English



PROFILE SUMMARY

To secure a position with a dynamic international organization which would appreciate my management and leadership knowledge, skills and talents and enrich my work experience with valuable techniques that give me the opportunity to contribute to achieving the organization's potential.

PROFESSIONAL EXPERIENCE

Al Khibra Advocate and Legal Consultant Administrative Manager

**UAE , Dubai
November 2023 – till now**

- **Managing Daily Operations:** Organizing and overseeing daily operations such as scheduling, office management, and meeting coordination.
- **Staff Management:** Including recruitment, performance management, and providing training and development opportunities.
- **Budgeting and Finance:** Contributing to the preparation and monitoring of the company's overall budget, including cost and expense management.
- **Policy and Procedure Development:** Developing and updating internal policies and procedures, such as human resources, security, and technology policies.
- **Communications and Public Relations Management:** Handling communication with clients, partners, and suppliers, and representing the company in public events.
- **Technology and Information Management:** Providing technical support and managing information systems and technology within the company.
- **Compliance and Regulations:** Ensuring the company complies with all legal and regulatory requirements, including tax compliance.

Chocolateno Company HCM and general Manager of the showrooms

**Syrian Arab Republic, Muscat, Netherlands
December 2017 – December 2023**

HUMAN CAPITAL MANAGER:

- **Recruitment and Staff Selection:** Manages the recruitment process from job advertising to selecting suitable candidates and conducting interviews.
- **Performance Management and Evaluation:** Implements performance evaluation systems, monitors employee performance, and provides necessary guidance and support.
- **Training and Development:** Organizes training and development programs to enhance employee skills and efficiency within the company.
- **Payroll and Benefits Administration:** Prepares and manages payroll systems, bonuses, and employee social benefits.
- **Development of Internal Policies and Procedures:** Contributes to developing and implementing HR policies related to employee management and interaction.
- **Labor Relations Management:** Handles labor relations issues and communicates with employees to resolve disputes and foster positive relationships.

GENERAL MANAGER 27 BRANCH :

- **Strategic Planning:** Develops and implements growth and expansion strategies aligned with the company's long-term goals.

- Daily Operations Management: Manages all aspects of daily operations including chocolate production, sales, marketing, and distribution.
- Financial Oversight: Monitors and manages the company's financial performance, including budget preparation and cost and revenue monitoring.
- Quality Management and Assurance: Ensures high-quality chocolate products and applies quality and safety standards in all operations.
- Guidance and Leadership: Provides leadership direction and motivates the team to achieve set goals and ensure sustainable growth.
- Business Development and Innovation: Explores new opportunities to expand the company's business, encourages innovation, and develops new and innovative products.

Emma Restaurant in Syria
HCM AND Restaurant Manager :

Damascus, Syrian Arab Republic
December 2020 – December 2023

HUMAN CAPITAL MANAGER 4 BRANCH:

- Recruitment and Staff Selection: Manages the recruitment process from job advertising to selecting suitable candidates and conducting interviews.
- Performance Management and Evaluation: Implements performance evaluation systems, monitors employee performance, and provides necessary guidance and support.
- Training and Development: Organizes training and development programs to enhance employee skills and efficiency within the company.
- Payroll and Benefits Administration: Prepares and manages payroll systems, bonuses, and employee social benefits.
- Development of Internal Policies and Procedures: Contributes to developing and implementing HR policies related to employee management and interaction.
- Labor Relations Management: Handles labor relations issues and communicates with employees to resolve disputes and foster positive relationships.

RESTURANT MANAGER :

- Daily Operations Management:Organizing service and cooking processes,Ensuring the restaurant operates efficiently,Handling daily issues and providing solutions.
- Customer Service:Ensuring excellent customer service,Addressing customer complaints and resolving issues effectively,Interacting with customers to improve their experience.
- Inventory Supervision:Managing purchases and food supplies,Monitoring inventory and ensuring necessary materials are available,Dealing with suppliers and negotiating prices and terms.
- Marketing and Promotion:Developing marketing strategies to attract customers,Organizing events and promotional offers,Monitoring customer feedback and adjusting marketing strategies accordingly.
- Compliance with Health and Safety Standards:Ensuring all health and safety standards are followed,
- Conducting regular inspections and maintaining cleanliness,Training staff on health and safety practices.
- Planning and Implementing Improvements:Assessing restaurant performance and identifying areas for improvement,Implementing changes and enhancements to improve quality and efficiency.

Kia Motors Agency in Syria
Sales Manager and Showroom Manager

Damascus, Syrian Arab Republic
December 2014 – December 2017

SALES MANAGER:

- Sales Strategy Development: Develops and implements strategies to increase sales and achieve the company's objectives in car sales.
- Sales Team Management: Leads and manages the sales team, including guiding them, training them, and monitoring their performance to ensure the achievement of set goals.
- Market Analysis and Competitor Evaluation: Analyzes the market and customer requirements, evaluates the agency's competitive performance, and implements appropriate marketing strategies.
- Sales Operations Management: Manages all aspects of sales operations, including negotiating with customers and closing deals.

- Customer Follow-up and Service: Builds long-term relationships with customers and ensures excellent customer service.
- Sales Reports and Analysis: Prepares regular reports on sales performance and analyzes data to make strategic decisions.

SHOWROOM MANAGER :

- Showroom Operations Management: Manages all activities within the showroom, including car displays, arrangement, cleanliness, and organization.
- Customer Experience: Ensures a superior customer experience in the showroom, including greeting customers, providing information, and arranging test drives.
- Inventory Management: Manages inventory of available cars in the showroom, including paperwork preparation and record keeping.
- Sales and Promotion Handling: Assists in executing sales marketing strategies, manages car displays, and special promotions.
- Compliance and Safety: Ensures compliance with all regulations and safety standards within the showroom.
- Reports and Administrative Management: Provides regular reports to management on showroom performance and manages daily administrative matters.

Sama International Channel
Electronic Media Staff Manager

Damascus, Syrian Arab Republic
December 2013 – December 2014

- Task Coordination and Distribution: Distributing tasks and coordinating work within the electronic media team, including scheduling activities and assigning daily and weekly tasks to team members.
- Team Management and Guidance: Managing the team's performance and providing necessary guidance and support to ensure the channel's digital media goals are achieved.
- Development of Digital Media Strategies: Participating in the development of comprehensive digital media strategies that include organized publishing, advertising campaigns, and audience engagement.
- Management of Social Media Accounts: Managing and maintaining the channel's accounts on platforms such as Facebook, Twitter, Instagram, and YouTube, including content management and interaction with followers.
- Data Analysis and Performance Measurement: Monitoring and analyzing the performance of content and digital campaigns using data analysis tools, and providing regular reports on performance and possible improvements.
- Digital Public Relations Management: Handling digital public relations for the channel, including interacting with the audience and followers to enhance relationships and effective communication.
- Coordination with Production and Content Teams: Collaborating with production and content teams to achieve effective coordination between published content and the messages the channel wishes to convey.
- Innovation and Development: Researching the latest technologies and trends in digital media and suggesting their use to enhance the channel's strategies and increase efficiency.

ACADEMIC CREDENTIALS

Bachelor of Business Administration: Public Administration Major
Human Capital manager Bachelor's degree
Arab International Private University

TRAINING COURSES

- Leadership and Management Training: Such as time management, leadership skills development, and team management courses.
- Personal Development Skills Courses: Such as effective communication, problem-solving, innovation, and critical thinking.
- Technical and Computer Courses: Knowledge of Microsoft

- Team Development and Collaboration Courses: Such as courses in fostering collaboration, team building, and motivating individual and group performance.
- Analysis and Strategic Planning Courses: Such as courses in economic analysis, strategic planning, and performance management.
- Strategic Management and Change Courses: Such as courses in organizational transformation, change management, and organizational innovation.
- Communication and Public Relations Courses: Such as courses in effective communication, public relations management, and social media for business.

PROFESSIONAL SKILLS

- Project management
- Strong decision maker
- Knowledge of Microsoft
- Complex problem solver
- Creative design
- Innovative
- Work under pressure
- Service-focused
- Management and leadership Skills
- HR & Public Relationship
- Adaptable to Changes
- Dynamic
- Highly Organized
- Interpersonal and Communication Skills
- Ready to Relocate.

HOBBIES

- Writing and Reading
- Sports
- Self-development
- Recreational activities