# CAREER OBJECTIVE

To succeed in an environment of growth and excellence and earn a job which enhances my satisfaction and allows me to develop and achieve my goals.

**PROFESSIONAL EXPERIENCE**

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| **Employer:** Haggar Company Limited (Khartoum) **Period:** May 2017 - present**Position:** Personal Assistant to Chairman  |

* To provide administrative services including diary management, booking meetings, planning events, organizing travel and preparing travel itineraries, correspondence and prioritizing emails for the Chairman.
* Acting as a first point of contact in dealing with correspondence and phone calls.
* To provide administrative support in the delivery of assignments and initiatives on behalf of the Chairman’s office as and when required.
* Reminding the Chairman of important tasks and deadlines.
* To coordinate, attend and take minutes for the Chairman’s meetings and any other relevant meetings.
* To produce reports for the Chairman and when required.
* To follow up on action points from meetings on behalf of the Chairman.
* Managing databases and filing systems.
* To provide administrative support to the Chairman in the follow up and completion of departmental work plans.
* Liaising with staff, suppliers and clients.

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| **Employer:** Italian Development Cooperation Agency (Khartoum) **Period:** March 2011 – April 2017**Position:** Executive Secretary to the Country Director |

* Managing the contact list of Ministries, Embassies, UN Agencies and Italian NGO’s.
* Managing the office through office reception duties, as well as answering telephone calls, receiving visitors and operating the switch board.
* Ensuring that all the staff are informed about decisions that concern them about the general activities of the office, particularly in the absence of the Country Director.
* In collaboration with the Logistics Department, preparing lists of goods such as stationery, office equipment including maintenance services necessary for the proper work of the office.
* Respond to procurement/logistics requests related to supplies, materials.
* Handle emails, mails and phone general inquiries and requests for information and materials
* Receiving and archiving incoming messages from the Embassy of Italy and passing them to the Country Director.
* Performing translations from Arabic to English and English to Arabic.
* Taking care of the inventory of all the office equipment on a weekly basis.
* Organizing social activities in the office such as get-together lunches or farewell events.
* Organizing meetings for the Country Director.
* Filing, archiving and protocoling documentation.
* Monitoring staff attendance and saving it in the system on a weekly basis.
* Arranging travelling and hotel accommodation for staff locally.
* Assisting technical staff such as Civil Engineers with tender procedures.

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| **Employer:** TNT International Express (Khartoum – Sudan)**Period:** June 2009 – February 2011**Position:** Personal Assistant to the Managing Director |

* Handling telephone calls, enquiries and requests.
* Meeting and greeting visitors at all levels of seniority.
* Organizing and maintaining diaries and making appointments.
* Dealing with incoming emails, faxes and post, often corresponding on behalf of management.
* Producing documents, briefing papers, reports and presentations.
* Organizing and attending meetings and ensuring management is well-prepared for meetings.
* Liaising with clients, suppliers and other staff.
* Arranging travel and accommodation.
* Dealing with queries.
* Handling inbound customer calls and Contact Centre Administrators.
* Establishing and managing weekly meetings with the departments’ heads.

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| **Employer:** Lutfi Self Development Centre (Khartoum – Sudan)**Period:** March 2009 up to May 2009**Position:** Recruitment Coordinator cum Secretary |

* Designing and preparing job profiles.
* Building and maintaining accurate data bases.
* Filing, faxing and handling telephone calls.
* Maintaining basic financial records.
* Posting job advertisements on the website.
* Translating Training and Recruitment proposals from Arabic to English.

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| **Employer:** Meraas Development (Dubai – UAE)**Period:** July 2008 to January 2009**Position:** Administrative Assistant cum a PA to Director Procurement Department |

* Establishing weekly meetings with team members.
* Following payment issues with clients
* Issuing Expression of Interests – Request for Proposal letters and Letters of Acceptance.
* Receiving Evaluation Reports (Commercial & Technical) from Consultants and distributing them to various Project & Development Managers.
* Arranging tender opening meetings with tender committee members.
* Distributing tender copies to relevant staff, keeping the tender open in a box with related serial number in the tender meeting room, and maintaining a list of tenders opened.
* Arranging and scheduling meetings for Consultants, Managers & Directors to discuss project issues, preparing the agenda and distributing it to the meeting members and issuing the minutes of meeting.
* Issuing the pre-qualification letters with the registration forms to the Consultants & Contractors to enable them to register their company.

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| **Employer:** Emaar Properties PJSC (Dubai – UAE)**Period:** October 2005 to June 2008**Position:** Contracts Coordinator/ Secretary to Director, Contracts |

* Issuing of tender enquiry and invitation letters, tender documents & letters of acceptance, following up and tracking Tender submission, maintaining a list of Tenders opened, receiving reports from consultants and distributing to various project and development Managers, performing administrative and secretarial duties and providing assistance in details of Emaar administrative matters to save the time of Director, Contracts.
* Preparing letters to Banks for assignment of projects monies, releasing of Bank guarantees, tender Bonds, coordinating with project and development managers for queries received from tenderers, compiling and issuing tender addenda to Contractors, arranging post tender clarification meetings in consultation with external consultants and Emaar Management.
* Preparing and distributing minutes of meetings emails, faxes and letters, on the basis of knowledge of the subject matter acquired from the Director, Contracts.
* Arranging and scheduling appointments for the Director, Contracts, including interviewing callers and making proper referrals; prepares material and make arrangements for meetings as required.
* Checking of studies reports received and comparison with previous reports or other data, and bringing them to the attention of the Director, Contracts significant items.
* Maintaining for the Director, Contracts up-to-date manuals, directives, organizational charts and keeping the Director informed of changes.
* Answering telephone and replies to questions in accordance with general instructions received from the Director, Contracts

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| **Employer:** Crown Plaza Hotel (Dubai – UAE)**Period:** January 2004 – October 2005**Position:** Executive Secretary to Real Estate & Operation Manager |

* Issuing Tenancy Contracts to the Tenants.
* Sending reminders to the Tenants for renewals of their contracts.
* Following up on rental payments.
* Arranging meetings.
* Assisting the Marketing department which is handling all the events at the Holiday Center located at the Crown Plaza Hotel, such as exhibitions, sale yard, painting events, and others.
* Coordinating with the Exhibitors.
* Coordinating with the PR Agency regarding any events held or going to be held at the Holiday Center located at the Crown Plaza Hotel- Dubai, UAE.

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| **Employer:** Golden Systems Electronics (Dubai – UAE)**Period:** October 2002 – June 2003**Position:** Customer Service |

* Following up with shipments.
* Issuing invoices to the suppliers.

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| **Employer:** Rais Hassan Saadi Shipping Agency (Dubai – UAE)**Period:** November 2000 – July 2002**Position:** Receptionist (Telephone Operator) |

1. Handling the switch board (incoming & outgoing calls).
2. Responsible of the faxes (incoming & outgoing) & their protocol system.

**TRAININGS AND SKILLS**

* Fast typing of both Arabic and English.
* Windows 98 / 2000.
* Good MS Office knowledge (Word, Excel & Power Point)
* Good knowledge of Internet browsers
* Good knowledge of Telephone Techniques and switchboard management
* Self – Correspondence & Communication Skills.
* Effective Business Writing
* Customer Service Training Course
* Problem Solving Training Course
* Making Communication Work
* Marketing of Services

###### EDUCATION

* High School Diploma in Dubai – UAE (July 1998).
* Studied English Language & Translation at ‘October 6 University’ – Egypt (Oct 1999 – July 2000)

###### LANGUAGES

**Arabic:** Native speaker

**English:** Fluent (Reading, writing, speaking and listening)

###### PERSONAL DETAILS

Nationality: Sudanese

Marital Status: Married

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