

Marwa Salah

Ajman, UAE | +971 52 17 57 338 | marwasalahabozaied@gmail.com

<https://www.linkedin.com/in/marwa-abozaied/>

Experienced administrative professional with 7+ years of success in fast-paced office settings, specializing in data analysis, management, and reporting. Passionate about continuous learning and professional development, and eager to take on new challenges in administration and data analysis. Skilled in completing various clerical tasks and offering staff support, as well as providing exceptional customer service and public interaction. Proven organizational and administrative skills, including expertise in Microsoft Office Suite, Oracle E-Business Suite and various data management software. My goal is to utilize my expertise in data analysis and administration to help businesses achieve their goals and drive success.

Work Experience

Hong Kong Economic and Trade Office, Dubai, UAE

Administrative assistant to Director General

(Aug 2021 – Present)

Office Management:

- Scheduled meetings, appointments, and managed diaries, ensuring timely and effective scheduling using Microsoft Office suite.
- Drafted correspondence and other documents for CEO and department heads in company's voice, maintaining a high level of professionalism and attention to detail.
- Arranged all meeting requirements, such as agendas, speakers' lists, meeting CVS, and attendance lists, ensuring smooth and productive meetings using Microsoft Office suite.
- Negotiated contracts with vendors and suppliers for office supplies, equipment, and services, resulting in a 15% reduction in expenses.
- Completed monthly assessments, detailed reports, and professional charts, graphs, and tables, presenting results to managers and providing insights for strategic decision-making, utilizing Microsoft Office suite.

Document Organization:

- Implemented a record filing system, resulting in a 20% increase in efficiency using Microsoft Office suite.
- Collected and analyzed data, monitored and managed multiple daily office activities, and maintained documents and files using advanced Excel functions and other software tools within Microsoft Office suite to streamline processes and improve accuracy.
- Developed and streamlined applications related to administration work, such as leave requests and VAT refund requests for diplomatic colleagues, using Microsoft Office suite.
- Provided forecast information to government, ministries, and diplomatic departments, ensuring compliance with regulations and policies using Microsoft Office suite.

Juma Al Majid group, Dubai, UAE

Home appliances division administrator/Workshop in charge

(January 2017 – May 2021)

Order Management:

- Processed high volume of orders from multiple electronic sources using CRM and Oracle databases, ensuring on-time deliveries and a 20% increase in efficiency.
- Reviewed orders for completeness and accuracy, entering all customer details and billing information correctly into databases, resulting in a reduction in processing time by 15%.
- Maintained clean and updated databases with over 50,000 customer records, ensuring a 98% accuracy rate for customer information.
- Prepared daily sales reports and forecasted monthly reports to identify potential areas of improvement.
- Liaised with production, sales, shipping, warehouse, or delivery personnel to trace or accelerate shipments, resulting in a 10% increase in efficiency.

Sales Data Analysis and Customer Service:

- Analyzed sales data to identify areas for improvement in the sales process, resulting in a 10% increase in sales revenue.
- Provided exceptional customer service, guiding customers in selecting the best products suited to their needs, resulting in a 15% increase in customer satisfaction.
- Responded to customer inquiries and complaints in a timely and professional manner, achieving a 95% customer issue resolution rate.

Administrative Support:

- Coordinated with HR staff to ensure timely completion of administrative tasks, resulting in a reduction in overdue tasks by 20%.
- Managed supervisor itinerary and appointments, streamlined scheduling procedures, and arranged meetings for staff and clients.
- Built a highly-efficient administrative team through ongoing coaching and professional development opportunities.

Operation Officer

ADIB – Abu Dhabi Islamic Bank

(November 2015 – December 2016)

Customer Service:

- Maintained customer portfolios, account activities, and payment transactions, providing excellent customer service.
- Conducted evaluations on expired accounts and credit issues.
- Assisted the cash application specialist in looking into customer payment history and applying for remittances.
- Supported senior collectors in tracking payment issues, negotiating settlements, and initiating debt write-offs where appropriate.
- Answered customer inquiries regarding banking policies and procedures.

Operations:

- Supervised all write-off processes and assisted with the balance of nonpayment activities.
- Improved collection rates by 10% through tracking payment issues and negotiating settlements with senior collectors.
- Reduced write-offs by 5% through the evaluation of expired accounts and credit issues.
- Implemented new procedures that increased consistency and improved customer experiences.
- Checked payroll, vendor payments, commissions, and other accounting disbursements for accuracy.
- Prepared internal and regulatory financial reports, balance sheets, and income statements.

Computer Skills

- Proficient in Microsoft Office, including Excel and Word.
- Experienced in using Microsoft Power BI for data analysis and visualization
- Expert in Oracle E-Business Suite for data management and order processing.
- Creative Translation & Social media knowledge

Key Skills:

- | | |
|-----------------------|---------------------------------|
| • Continuous learning | Data analysis and visualization |
| • Attention to detail | Employee management |
| • Stock management | Reporting & Filing |
| • Meetings management | Administrative Skills |

Language:

Arabic	Mother Tongue
English	Bilingual or Proficient

Education:

Bachelor of Accountancy

07/2015

Faculty of commerce

Beni-Suef University, Egypt