

Basma Elsharawy

Business Development Manager

Contact

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Skills

Verbal and written communication



Territory Management



Staff Management



Database Management



Strategic planning



Goals and performance



Creative Business Development Manager with impressive track record of improving sales and growing company customer base. Innovative program management, strategic planning and team leadership skills. Successful team builder with exceptional communication abilities.

Work History

2021-05 -

Current

Business Development Manager

Trans delta INT. IND. LL C , sharjah

- Reached out to potential customers via telephone, email and in-person inquiries.
- Coordinated innovative strategies to accomplish marketing objectives and boost long-term profitability.
- Developed and implemented favorable pricing structures balancing firm objectives against customer targets.
- Represented company and promoted products at conferences and industry events.
- Consulted with product development teams to enhance products based on customer interest data.
- Created reports and presentations detailing business development activities.
- Collaborated with company departments to develop new strategies to capitalize on emerging customer and market trends.
- Negotiated and closed long-term agreements with new clients in assigned territory.

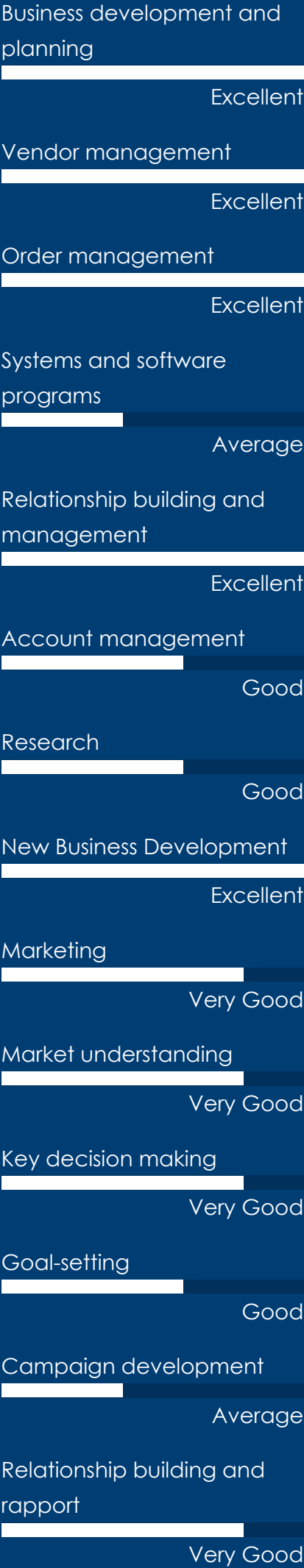
2019-10 -

2020-03

English Teacher

AL BAYAN NATIONAL PRIVATE SCHOOL, sharjah

- Prepared and implemented lesson plans covering required course topics.
- Administered assessments and standardized tests to evaluate student progress.
- Kept classroom organized, clean and safe for students and visitors.
- Adapted lesson plans and curricula to student interests, increasing GPAs and student engagement.
- Explored and implemented innovative use of technology in language education.



2019-01 -
2019-07

- Planned dynamic lessons to increase student comprehension of books and literary concepts.
- Supported student skill development in alignment with personal and academic goals.

Executive Secretary

AL BURJ AL-THAHABI FOR PEST CONTROL, sharjah

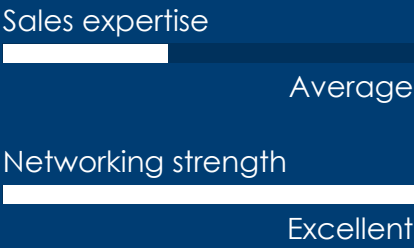
- Updated spreadsheets and created presentations to support executives and boost team productivity.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Transcribed phone messages and relayed to appropriate personnel.
- Organized and updated schedules for executives.
- Worked with clients to effectively plan and coordinate logistics for special projects and events.
- Streamlined operations and prioritized tasks, allowing senior staff to increase productivity.
- Screened personal and business calls and directed to appropriate party.
- Managed and reviewed filing and office systems.

2017-06 -
2018-07

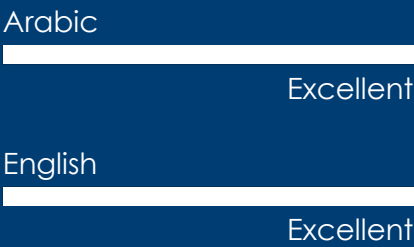
Office Manager

AL SAADA MARKETING , DUBAI

- Established workflow processes, monitored daily productivity and implemented modifications to improve overall performance of personnel.
- Coached new hires on company processes while managing employees to achieve maximum production.
- Oversaw work processes and performed quality control tasks to increase revenue and reduce production times.
- Coordinated and aligned corporate and office schedules and disseminated important work information to employees.
- Managed office operations while scheduling appointments for department managers.
- Developed standard operating procedures for all administrative employees.



Languages



2016-03 -
2017-01

Secretary

ElChef International Center for Hosting & Etiquette, sharjah

- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Updated spreadsheets and created presentations to support executives and boost team productivity.
- Drafted agendas, recorded minutes and generated documents to facilitate meetings.
- Updated spreadsheets and databases to track, analyze and report on performance and sales data.
- Entered data into system and updated customer contacts with information to keep records current.
- Answered multi-line phone system and enthusiastically greeted callers.
- Organized envelopes, postage and mail correspondence for staff and leadership.

2012-06 -
2015-12

Public Relations Manager

White Bear company for electric appliance & industry, CAIRO

- Defined and achieved project and overall organizational vision, strategies and tactics.
- Raised brand awareness through consistent marketing efforts and product campaign launches.
- Conducted market and public opinion research related to company's reputation and positioning among key stakeholder audiences.
- Consulted with advertising agencies to arrange promotional campaigns in various types of media.
- Produced and distributed internal and external communications.
- Represented organization to customers, public, government officials and other external sources. Developed key and valued relationships with customers, public, government officials and other external sources by resolving issues quickly and implementing [Type] process.

- Supported [Type] and integrated partnerships using strategic initiatives.

2010-12 -
2012-02

Executive Secretary

Europe 2000 for the collection and transfer of garbage and their derivative / Chairman of the Board , CAIRO

- Updated spreadsheets and created presentations to support executives and boost team productivity.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Transcribed phone messages and relayed to appropriate personnel.
- Organized and updated schedules for executives.
- Handled scheduling for executive's calendar and prepared meeting agenda and materials.
- Screened personal and business calls and directed to appropriate party.
- Handled logistics, catering, agendas and travel arrangements for meeting and event planning for board of directors, president and executive vice president.

2009-07 -
2010-06

TICKETING & BOOKING REPRESENTATIVE

GOLDEN DREAMS TOURS, CAIRO

- Processed order transactions and provided customers with detailed itineraries, tickets and receipts.
- Followed-up on will-call orders to verify attendance and contacted previous or cancellation list customers to fill available or newly opened spaces.
- Input customer reservations, payment sources and contact details into Sabre system.
- Updated schedule monitors, information boards and used PA system to convey current information to customers.
- Responded to customer inquiries related to services or accommodations and promptly addressed issues or complaints.
- Provided schedule, routing and fare information to assist customers with ticket purchases.

- Directed passengers to correct loading gates or areas for departures and connections.
- Investigated complaints to define and correct weak areas.
- Managed online booking inquiries and assisted guests and travel partners with questions throughout entire booking cycle.
- Arranged for group hotel bookings in collaboration with sales department for weddings and special events.
- Provided follow through on all calls with confirmations and dissemination of requested information.
- Answered incoming phone calls and developed friendly rapport with callers while answering questions, making recommendations and leading conversations to bookings.

Education

2005-09 - 2009-06	Bachelor of Arts: ENGLISH DEPARTMENT <i>FACULTY OF ARTS - El-Sharkia Government, Egypt</i>
2009-09 - 2010-07	Bachelor: Educational Diploma <i>FACULTY OF EDUCATION - El-Sharkia Government, Egypt</i>

Certifications

2007-01	ICDL
2008-01	Customer Service Experience
2008-07	U-Se mas course
2009-01	Amadeus Based Course
2009-01	Amadeus Training Course
2008-03	Sales and Marketing
2007-01	English, computer HD-HR
2007-08	English
2006-04	HD&HR at KHATAWAT Center

