



Work History



◆ Feb 2019 - **Administrative Affairs Assistant**

Mar 2024

Delta Misr Insurance, Egypt

- Answered incoming phone calls to process requests, transfer calls, or relay messages to appropriate personnel.
- Monitored and ordered supplies and materials to keep office well stocked.
- Followed detailed directions from management to complete daily paperwork and computer data entry.
- Organized resources, records and personnel to accomplish aggressive targets.
- Drafted common document templates to reduce time spent creating documents from scratch.
- Performed wide-ranging administrative, financial and service-related functions.
- Streamlined office operations by effectively monitoring and addressing client correspondence and data communications.
- Contributed to a positive work environment with strong interpersonal skills and proactive teamwork attitude.
- Boosted customer satisfaction by promptly addressing inquiries and resolving issues professionally.
- Planned and coordinated logistics and materials for board meetings, committee meetings, and staff events.
- Increased customer service success rates by quickly resolving issues.
- Expedited project completion times due to the ability to multitask effectively under tight deadlines.
- Collaborated effectively with cross-functional teams to achieve shared goals in a timely manner.
- Optimized resource usage by managing inventory levels, ordering supplies, and maintaining equipment functionality.
- Answered and managed incoming and outgoing calls while recording accurate messages for distribution to office staff.
- Enhanced team communication through effective scheduling, meeting coordination, and correspondence management.

◆ May 2010 - **Administrative HR Assistant**

May 2015

Cataract Hotel, Egypt

- Monitored employee attendance and performance to verify punctuality and absences, addressing issues in accordance with company policies and procedures.
- Applied mediation and collaboration to successfully resolve employee complaints and grievances.
- Coordinated itineraries and scheduled appointments for human resources staff.
- Monitored and analyzed employee satisfaction survey results.

◆ Jan 2004 - **Salesperson**

May 2008

United International Company For Devices, Egypt

- Spearheaded initiatives to improve internal communication within the sales team, fostering collaboration and sharing best practices.
- Provided product benefits and advantages and discussed pricing with interested parties.
- Increased sales and customer satisfaction through personalized servicing.
- Presented professional image consistent with company's brand values.
- Trained and mentored new sales representatives.
- Contributed to team objectives in fast-paced environment.
- Met existing customers to review current services and expand sales opportunities.
- Stayed current on company offerings and industry trends.



Education

◆ Sep 2003 **Bachelor Of Law: Law (Pre-Law)**

Faculty of Law Helwan University - Egypt

Mai Hagag

Administrative Affairs Assistant

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Strong communicator with excellent organizational and time management skills. Efficiently manages multiple projects simultaneously while adhering to strict deadlines. Possesses excellent problem-solving skills and ability to think and act quickly to find creative solutions. Experienced individual providing high-quality administrative support to various departments. Highly organized and detail-oriented with great multitasking and task prioritization skills. Talented [Job Title](#) with demonstrated experience providing administrative support services. Experienced in using variety of software applications and calendar management. Excellent communication and interpersonal skills.



Skills

- ◆ Calendar Management
- ◆ Office Administration
- ◆ Event Planning
- ◆ Mail distribution
- ◆ Meeting Coordination
- ◆ Schedule Coordination
- ◆ Support Services
- ◆ Self Motivation
- ◆ Billing and coding
- ◆ Attention to Detail
- ◆ Travel Arrangements
- ◆ Data Confidentiality
- ◆ File Management
- ◆ Problem-Solving
- ◆ Business Correspondence
- ◆ Administrative Support
- ◆ Bookkeeping
- ◆ Supply Restocking
- ◆ Basic accounting
- ◆ Document Preparation
- ◆ Analytical Thinking
- ◆ Professional and mature
- ◆ Logistical Planning
- ◆ Mail Management
- ◆ Meeting planning