



Nihal Mohamed El Antary

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PROFILE

A versatile career in the fields of human resources, public relations, and test administration
Exemplary leadership and communication skills and an innate ability to think logically, work under pressure, and deal with emergencies.

Proficient in English, Arabic & with a working knowledge of French

CAREER & ACHIEVEMENTS TO DATE

Part-time Invigilator, VICTVS Global, ABU DHABI

August 2024 to Date

- Preparation of written assessment room & documentation provided
- Checking and recording examination candidate identification
- Communicating the written assessment process and instructions to all candidates
- Distributing written assessment papers to candidates
- Supervising written assessments to ensure that the assessments are carried out by specified instructions and standards
- Marking of written assessment papers
- Completing relevant assessment and candidate documentation either through paper or online format
- Recording candidate grades/results and details of assessments completed
- Following re-sit rules and allowing candidates to re-sit
- Using a centralized online administration system to complete necessary tasks related to assessment
- Receiving and returning examination materials

Mar. 2024 to Aug2024

Guest Service Executive, Burjeel Hospital, ABU DHABI

- Receives and responds to customers and guides them in the process.
- If new patient registration forms to be filled ask for the insurance's original card check for the expiry date, photo, and name) and if it is be accepted or not.
- Fill out the claim form by their name, card number, and date of medical service.
- If an old patient, asks for his/her pt. ID and call for his/her file in the MRD.
- Updates all customers with the required information or status
- Take appointments for doctors and schedule patients.
- Processes bills (if assigned) and assists the customers with the relevant information.
- Collect reports from different departments.
- Coordinate with insurance, billing, admissions, and discharge departments.
- Acts as a link between the physicians and patients.
- Handles the console and transfers and attends to telephone calls and inquiries.
- Records all customer feedback and updates the supervisor.

- Maintains a congenial work environment for customer satisfaction.
- Performs any other jobs the superior assigns as per exigencies of work.
- Take appointments with doctors and schedule patients.
- Participate in Hospital/Medical Center quality program and be a member of quality committees if chosen.
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Actively participate in the Hospital / Medical Center's ongoing Patient Safety and Quality Improvement Programs and Other In-Service Training Programs.
- Act as a translator if needed.

**Part-Time Invigilator, SORBONNE UNIVERSITY, ABU DHABI
DEC 2023 To Date**

Administration Supervisor, IELTS Test, IDP Education, Egypt

Feb 2016 to July 2023

- Ensure all customers receive exemplary customer experience at every contact point before, during, and after sitting the IELTS test
- Liaising between ELS Organization Language Centers & the IELTS
- Training, coordinating, & managing IELTS staff members
- Consistently create a welcoming environment for customers by greeting and assisting; as well as quickly responding to customer inquiries and needs
- Identify and assess customers' needs to achieve satisfaction
- Follow communication procedures, guidelines, and policies
- Set up test room and equipment at the test venue as required, closely following and enforcing test procedures and regulations
- Verify and update customer details, cloak and provide Identity Authentication Management (IAM) to standard
- Check attendance during the test, assist customers before, during, and after the test, deal with queries raised by customers, and deal with test irregularities by the procedure
- Escort test takers from the test room during the test as required, during breaks ensuring no unauthorized material is consulted and that test regulations are observed at all times
- Read the test script and advise customers about test rules
- Distribute, collect, and securely maintain test-day materials
- Invigilate during the test, ensuring that customers do not talk once inside the test room
- Record details and manage late arrivals and early leavers and all other incidents during the test
- Collect, collate, and distribute required paperwork during and after the test by procedures
- Support in the implementation of contingency procedures when required
- Support the Test Centre team on tasks/ projects and other administrative support as required in the successful delivery of services
- Working with various database systems & ensuring the accuracy of the information, Managing the work structure by updating job requirements & job descriptions
- Report issues regarding risk management/ security to ensure center compliance with security policy and procedures
- Work with stakeholders and team members in an environment facilitating cooperation, knowledge sharing, and enabling high-performance
- To assist in overall administrative support, including management of resources and systems (e.g. information technology systems, and technical support), and office accommodation.
- Preparing employees for assignments by establishing & conducting orientation

- Training programs
- To support the office as a receptionist
- To help in the preparation of the team expenses request, vacation requests and handling all paperwork;
- To manage the office filing system and records, including electronic records;
- Counsel prospective students to identify appropriate study options including suitable courses and institutions.
- Schedule and conduct phone discussions and office meetings to accurately convey course/program information whilst ensuring that each student's needs are being met. This includes advising students concerning admissions requirements, processes, and qualification options.

Human Resources Manager, Galileo Art Center, Cairo, Egypt

February 2014 – June 2015

- Achieved desired work environment and performance by proactively advising and guiding more than 50 employees on best practices and overseeing HR training.
- Investigated and managed grievance, disciplinary, and employee relation meetings, quickly resolving and finding appropriate solutions.
- Reduced employee conflict-reported incidents by 50% by introducing new avenues for conflict resolution.
- Managed employee HR data, including performance tracking, to provide analysis for corporate initiatives.
- Managed training of the team, including compliance and data entry best practices.
- Oversaw recruitment process, post positions, and track candidates.
- Administered benefit plans including enrollments and changes including terminations.
- Created and implemented highly effective and individualized human resource solutions for clients.
- Streamlined the onboarding process by developing and implementing an employee orientation program.
- Provided staff with resources for ongoing professional development and organized training courses, increasing company productivity.

Public Relations Specialist, Dr. Olive Company, Zagazig, Egypt

May 2011 – December 2013

- Led media campaigns across multiple channels to engage and align external stakeholders with key business priorities.
- Developed media strategies in alignment with organizational strategies to advance business objectives and drive thought leadership.
- Sought client story opportunities to pitch and place stories in national, regional, and trade media.
- Created media responses, press releases, and pitches to bring business strategies to external audiences.
- Utilized global communication tools, templates, and processes to facilitate consistent media relations across organizations.
- Conceptualized and developed accurate, engaging content to communicate through various mediums without missing deadlines.

- Provided support on issues management response teams alongside government relations and corporate responsibility to handle company reputations and operating licenses.
- Monitored media daily to identify topics of interest and point teams and clients to opportunities with the potential for improving public relations.
- Developed excellent news sense to edit and write clear and lively copy in fast-paced environments aligned with client PR requirements.
- Gathered news from radio, television, online, and written press to look for public relations opportunities.
- Created press materials for news releases, newsletters, and speeches to reflect clients' brand and key messages.
- Provided strategic input and analysis with feedback on client calls and updated account leads on issues to address.
- Maintained day-to-day client contact to address concerns and exceed client expectations.
- Provided communication advice on new issues impacting clients' reputations.
- Coordinated award submissions and speaking opportunities to optimize client appearances and talking points.

**Public Relations Specialist, The Egyptian Company for Metro Management & Operation
June 2010 – April 2011**

- Preparing and editing organizational publications for internal and external audiences, including employee newsletters and stockholders' reports
- Planning and directing the development and communication of informational programs to maintain favorable public stockholder perception of the organization's agenda and accomplishments
- Organizing public appearances, lectures, contests, and exhibits for clients to increase product and service awareness and to promote goodwill
- Studying the objectives, promotional policies, and needs of organizations to develop public relations strategies to influence public opinion and promote ideas, products, and services
- Making presentations

Education

B.A, Zagazig University, English Arts & literature 2005

Training

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| ○ Diploma in Effective Human Management Administration | January 2024 |
| ○ Negotiation Skills - Learn how to convince people | August 2023 |
| ○ Introduction to Office and Administrative Management | September 2023 |
| ○ Mini MBA, Canadian Center | October 2015 |
| ○ Human Resources, Canadian Center | September 2015 |
| ○ Law of Attraction, Canadian Center | September 2015 |

- TOT (Training of Trainers), Canadian Center September 2015
- Human Resources Management for Professionals, Engineering & Management Technologies LLC, Delaware, USA August 2014
- Advanced 402 English course, ACLIT March. 2004

Additional Activities & Accomplishments

- Country Head, International Watercolor Society (IWS) of Egypt December 2016 to date
- Member, Cairo Photography Club
- Decorator and Stylist
- Painter & Exhibition Organizer

Core Qualification

- Data management
- Customer service operation
- Accounts payable / accounts receivable
- Sales reporting
- Report writing
- Scheduling and calendar management
- Office management software
- Event organization
- Microsoft Office expertise (Outlook, Word, Excel, PowerPoint)
- Complaint resolution
- E-Marketing

LANGUAGES

Arabic (native language)

English (Professional)

French (beginner)

PERSONAL DETAILS

Date of Birth: September 7, 1983

Nationality: Egyptian

Visa: Residence