

# Alaa Hamdan



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**Driving License** Dubai, Personal Vehicle Available  
**Nationality** Egyptian  
**DOB** July, 1989  
**Languages** Arabic, English

## PROFILE

Respectable experience in Customer Care and client relations and public relations with an accredited degree in Mass Communications from Middlesex University in UK and Egypt Looking forward to expanding my professional network and excelling with reputable business

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## WORK EXPERIENCE

### United Arab Emirates Rugby Federation, Events Executive Assistant

**Dubai** | May 2017 – April 2021

- Assisting Events Manager and on ground staff at all logistics of events
- Following up with suppliers, arranging quotes, obtaining approvals
- Setting up meetings with key stakeholders to understand their needs & deliverables
- Promoting at social media and email communications
- Ensuring attendees have the right credentials and accreditation
- Ensuring proper archiving of identities & liaising with official personnel for security
- Liaising with facilities management & the executive director for all event particulars for smooth delivery

### DR Shamma Clinic, Guest Relations and Administrative

**Dubai** | November 2016 – Feb 2017

- Receiving and welcoming patients
- Setting up appointments with doctors and arranging follow ups
- Maintaining and keeping up to date records
- Promoting and upselling medical products and special treatments to potential patients

### Vodafone International Services Egypt – Vodafone Ireland, International Account Representative

**Egypt** | Nov 2014 - Feb 2016

Handled incoming calls from Consumers & retails, responding to inquiries, resolving problems and liaising with different departments, promoting new products through lead generation.

- Responding to customer enquiries and complaints
- Delivering excellent customer experience
- Explaining product and process information to customers
- Working within procedures and policies with attention to KPIs
- Up-selling and cross-selling of products and services

## **VFS Global Dubai – Public Relations Officer**

**Dubai** | August 2013 - September 2013

- Providing instructions and information to clients for Visa issuance, all related travel requirements needed.
- Helping clients organize their Visa appointments and follow up with requests and important dates.

## **Administrative Secretary – United Arab Emirates Rugby Federation**

**Dubai** | May 2013 – July 2013

- Assisting the CEO with general tasks and official letter issuance.
- Following up with suppliers and managing the CEO's Calendar.
- Welcoming guests and arranging meetings.
- Organizing and archiving contracts and important correspondences
- Answering phone calls and directing enquiries to concerned departments

## **Assistant Director – Rotana Masrya- Ezz Elshabab TV Program**

**Egypt** | Jan 2013 - Apr 2013

Assisting the Director in contacting major stakeholders in the media industry, and entering and processing reports, scripts into the platform for general distribution on Live TV feeds.

## **Call Center Executive - Chrysler UAE, Jacobson's**

**Dubai** | Sep 2010 – May 2011

- Providing information on products and arranging appointments to showrooms
- Giving aftersales services to clients on the phone

## **Real Estate Broker, DAMAC Properties**

**Dubai** | Jan 2009 – August 2010

- Providing direct sales to clients on luxury properties and arranging appointments for view.
- Accomplished sales target on Emirates Gardens project
- Following up on sales and after sales complaints.

## **Real Estate Broker, EMAAR Misr for Development**

**Dubai** | July 2008 – December 2008

- Providing direct sales to clients on luxury properties and arranging appointments for view.
- Achieved sales for Sidi Abdelrahman project
- Following up on sales and after sales complaints.

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## **EDUCATION**

### **Bachelor of Science and Arts, Mass Communication, Radio, TV and Broadcasting**

**Egypt** | Graduation Project Degree, Very Good, 2014

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## **INTERPERSONAL & COMMUNICATION SKILLS**

Problem Solver, Hard worker, Critical Thinker, Ability to communicate effectively, Well-organized and Punctuate, Public relations Skills, Analytical Skills, Reliable, multi-tasker, and Self-motivated.

## **ADMINISTRATIVE & COMPUTER SKILLS**

Organize & Arrange Schedules & Meetings, Event coordination, maintaining office records, public relations, Answering Phones skillfully, attention to details, Client relations, business correspondence. Final Cut Program, Sound Track Pro, Microsoft Office, Excel, Outlook, Word, Power point

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