




Norma Salhani

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Organized and dependable candidate from Damascus, Syria successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Considered hardworking, punctual and driven.



Skills

- Regulatory code
- Negotiation skills
- Maintain professional interrelationships within municipal and public spheres
- Information security
- Stress management
- Dynamic communication strategy
- Reporting strategy
- Prepare minutes of meeting
- Background in Customer service



Education

- **Bachelor Degree: Media And Communication**
Damascus University - Damascus



Accomplishments

- Collaborated with marketing team to close Madar special deal successfully.
- Achieved needed approvals through effectively helping with regulator within very limited duration.
- Hard work, dedication and effective coordination between Syriatel and regulator to obtain the needed approvals for new services and offers on time

2007-09 - 2012-11



Languages

- Arabic
- English
- French

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Excellent

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Excellent

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Average



Certifications

2018-04

- Stress management course

2018-04

- General negotiation skills by using NLP course

2016-04

- Intermediate Excel course

2019-01

- Dynamic communication strategies



Work Experience

2021-10 - Current

- **Accreditation Assistant**

Techsquare, Dubai

- Resolved problems, improved operations and provided exceptional service.
- Improved operations through consistent hard work and dedication.
- Actively listened to customers' requests, confirming full understanding before addressing concerns.
- Performed duties in accordance with applicable standards, policies and regulatory guidelines to promote safe working environment.
- Developed and maintained courteous and effective working relationships.
- Offered friendly and efficient service to customers, handled challenging situations with ease.
- Maintained excellent attendance record, consistently arriving to work on time.

2014-03 - 2021-01

- **Administrator, Executive, Telecom Regulatory**

Syriatel Mobile Telecom, Damascus

- Performed duties in accordance with applicable standards, policies and regulatory guidelines to promote safe working environment.
- Maintained excellent attendance record, consistently arriving to work on time.
- Developed and maintained courteous and effective working relationships.
- Worked with regulator to understand needs and provide excellent feedback.
- Worked closely with regulator to maintain optimum levels of

communication to effectively and efficiently complete projects.

- Actively listened to requester (internal, regulator) requests, confirming full understanding before addressing concerns.
- Eliminated downtime and maximized revenue by providing top project quality control.
- Identified issues, analyzed information and provided solutions to problems.
- Exceeded goals through effective task prioritization and great work ethic.
- Used coordination and planning skills to achieve results according to schedule.
- Coordinate efforts associated with the preparation of regulatory documents or submissions.
- Analyze product and make recommendations regarding their reportability
- Interpret regulatory rules or rule changes and ensure that they are communicated through corporate policies and procedures.
- Provide technical review of data or reports that will be incorporated into regulatory submissions to assure scientific rigor, accuracy, and clarity of presentation.
- Advise project teams on subjects such as premarket regulatory requirements.
- Prepare or direct the preparation of additional information or responses as requested by regulatory agencies.
- Prepare or maintain technical files as necessary to obtain and sustain product approval.
- Recommend changes to company procedures in response to changes in regulations or standards.
- Recording and reporting all incoming cases.
- Archiving all correspondences to be reachable when needed.
- Exerted efforts in obtain the needed approvals to facilitate and support Marketing activities.
- Outstanding efforts, high sense of ownership by coordinating to get all needed approvals from regulator within very limited duration.
- Devised and implemented improvements to reporting procedures.
- Entered and maintained departmental records in company database.
- Assisted executive leaders in decision-making procedures by creating daily reports to advise leaders on corrective actions and process improvements.
- Drove workflow improvements by streamlining processes.
- Collected, information validated and reported to management.
- Reduce expenses by solving problems with regulator during launching the offers.
- Contributed to the management of events and openings and the organization of invitations related to the work of the marketing scope.
- VIP Customer service through communicate with senior government

agencies and respond to their inquiries in a professional manner.

Secretary

Alpha Drugstore, Damascus, Syria

- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Reviewed and balanced daily bank deposits and deposit report.
- Implemented paperless filing system for departments.
- Recorded expenses and maintained accounting records.
- Drafted agendas, recorded minutes and created documents for meetings.
- Scheduled appointments and conducted follow-up calls to clients.
- Completed accurate daily report documents, memos and invoices.



Additional Information

Date of Birth: 26/02/1989

Gender: Female