

Omeima Khalifa

Administrative Officer/ Executive Assistant/ C-Level Assistant

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CAREER GOALS

To secure a position which enables me to use my writing, leadership, organization skills, initiative & motivated to make a positive contribution to the work environment and become an integral part of the company by ensuring an organized operation, through effective management of resources, processes, and personnel.

<u>Executive Profile:</u> Experienced & accomplished in administrative Officer filed / C-level office management with proven track record of over 10 years. Adept at managing office systems, policies & procedures to provide comprehensive support to managers & employees. Skilled in managing high-profile projects, developing efficient filing systems, and maintaining key stakeholder relationships. Proven track record in increasing revenue by 10%. Proven on coordinating meeting schedules, for senior & executives. Demonstrate ability in executing administrative tasks efficiently & maintaining office supplies inventory. Proven success in addressing customer complains promptly & effectively. Well-Developed communication & strong employee supervision skills. coupled with the ability to establish & maintain professional relationship. <u>Languages:</u> <ul style="list-style-type: none">Arabic = NativeEnglish= Professional Level	<u>Achievements:</u> <ul style="list-style-type: none">Managed & monitored team of 20 employees over 3 years, and ensured that all tasks were completed in a timely manner.Developed and implemented tight process, to improve efficiency and productivity through organizing different workshops which resulted on cost optimization by 25%.Achieved monthly and quarterly revenue goals, as per management business plan.Created and maintained positive customer relationships, and improving customer satisfaction by 15%.,Led a project that finished 30 days ahead of schedule. <u>Skills:</u> <ul style="list-style-type: none">Office ManagementAdministrative SupportOrganization & Adaptability.Data Entry & Confidently.Customer ServiceInterpersonal SkillsComputer Office proficiencyResearch & oral / written communicationTechnical AdaptabilityFile Management.Operation Support
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Employment History

Administrative Officer/ Assistant to CEO

CANAR Telecommunications - Khartoum.

May. 2013- Up to date

- Coordinate on the planning event, vacation & complete all necessary requirements.
- Office management systems and policies including the required logistics for personal event & business.
- Manage and co-ordinate the Chief Executive's internal and external communications including. emails, letters, phone calls, and meetings on behalf of the CEO
- Provide comprehensive administrative support to the Chief Executive, including responding to matters where appropriate.

- Ensuring correspondence is appropriately flagged on the basis of urgency and all deadlines met ▪
- Ensure all outgoing communications go out on time, error free, liaising with and supporting other managers, manage the CEO diary by prioritizing tasks, ensuring the CEO & other is well- prepared before enough time to the meetings, events, and deadlines.
- Assist in the coordination of board meetings, calendars, preparing agendas, take minutes or action notes at relevant meetings and deal with any follow up action ▪
- Manage couriers' contract & maintain an organized filing systems personal & for others company's department, to ensure the easy access promptly.
- Assist on personal appointment, reservations, travel arrangement and manage completion of expenses in line with policies.
- Assist with the preparation of meeting documents and spreadsheets and prepare correspondence & taking notes.
- Supervise the daily operation activities & achievements.
- Customer's complaints resolution & inquires.
- Manage request quotation & make necessary negotiation for best cost optimization.

Security Manager

Elgasim Salama Security Co. - Khartoum.

Apr. 2007- Dec. 2012

- Developing and implementing security policies and procedures
- Control budgets for security operations and monitor expenses
- Office Organization & make sure of all related requirements.
- Recruit, train and supervise security supervisors and guards
- Imputing and maintaining data in procurement related tools and applications
- Attend meetings with other managers to determine operational needs
- Plan and coordinate security operations for specific events
- Coordinate staff when responding to emergencies and alarms
- Review reports on incidents and breaches
- Investigate and resolve issues
- Create reports for management on security status.
- Ensure that all assigned supplier contracts are up to date and electronic and paper copies are stored appropriately
- Obtain new deals & conduct market survey for potential opportunity.
- Open new markets/ deals of corporate to increase annual revenue.

Executive Assistant

Abu Dhabi National Oil Company (ADNOC)- Abu Dhabi

July 2006 – Mar. 2007

- Respond to all incoming, outgoing calls and emails, directing them to the relevant departments
- Managing the schedules, calendars and appointment, communications of key executive.
- Responsible of clients meeting, greeting & manage all relevant issues.
- Prioritize emails and phone calls to confirm the managers readiness before meeting.
- Arrange meetings and business events, & prepare all necessary requirements & supply.
- Supply office management, inventory orders & vehicles movement.
- Manage executives' calendars and set up meetings
- Take minutes during meetings & follow action plan for the execution.
- Organize and maintain the office filing system, for the ease of accessibility.
- Make travel and accommodation arrangements.

EDUCATION AND CREDENTIALS

Diploma – Computer Science

- University of Juba, Sudan.

Diploma – Air – Hosting

- University of Aviation Science Collage- Sudan.

COURSES

- English Diploma -British Educational Studies.
- PMP Practice Course – Khartoum – Sudan 2023.
- Security Course- Carrier Patrollers Institute.
- Internet Basic Course- Sudanet Training Center.
- Typing Diploma

SPECIAL SKILLS

- Time management.
- Good oral and written Skills.
- Good Communication Skills.
- Leadership Skills.
- Motivational Skills.
- Adaptability & flexibility
- Discission Making skills
- Demonstrating an ability to work with confidential information.
- Customer Service Skills.

(References & Certificates: available upon requirement)

www.linkedin.com/in/omima-khalifa-5430a6269

www.indeed.com/r/Omeima-Khalifa/41b4dc8397a4c7f3