



Samrawit Habtamu

Executive Assistant

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SKILLS

LANGUAGE SKILLS

English **Fluent**

Amharic **Fluent**

INTERPERSONAL SKILLS

- Communication Skills 
- Leadership Skills 
- Detail Oriented 
- Problem Solving Skills 

PROFESSIONAL SKILLS

- Negotiation Skills 
- Multitasking skills 
- Creativity 
- Self-Motivation 
- Organizing Skills 
- Time Management 
- Consistency 
- Speed 
- Team Player 

PROFESSIONAL SUMMARY

An organized Executive Assistant who has worked with different Multi-National Companies in Switzerland, France, Africa and the UAE. Skilled in multi-tasking, project management, administration, and time management. Focused on providing high quality customer satisfaction and operational support.

WORK EXPERIENCE

EXECUTIVE ASSISTANT TO COO ACTING OPERATIONS COORDINATOR of 15 Clinics

Medcare Hospital and Clinic Head Office

📅 05/2017 – 05/2020 📍 DUBAI, UAE

- Mainly reporting to the COO but supporting the Head Medical Director, Nurse Manager and Area Managers as well as working closely with the HR Team.
- Taking a record of the google rating and review of all the clinics. Collection of customer satisfaction and complaint reports of 15 clinics on weekly basis, compiling and preparing a report as well as addressing the complaints.
- Preparing expense claim of the COO and the area managers and the clinics.
- Addressing customer and employee queries and complaints.
- Overseeing the calendar of the COO.
- Managing employee renewal approvals and probation confirmation.
- Document and file management.
- Managing store, stationary items, and petty cash.
- Preparing minutes of a meeting.
- Organizing trainings and corporate events.



HOBBIES



Getting lost in a Good Book



Watching Documentaries



Exploring distant lands



Enjoying every kind of Sports



IT SKILLS

- Microsoft Word ■ ■ ■ ■ ■
- Excel ■ ■ ■ ■ □
- PowerPoint ■ ■ ■ □ □



CERTIFICATES

- Implementation of Urban Health Extension Program,
Woreda 8 Health Office
- Basic Life Support Training (BLS)
- College Preparatory (Foundation Year), *Ethiopian general secondary education certificate from the ministry of education*
- Performance Certificate of Appreciation,
Young Roots English School

- Travel arrangements when needed.
- Event management, Hotel and Meeting Hall bookings and reservations.
- Monthly payroll checking, Managing employee Overtime and attendance.
- Working on special projects and independently managing similar tasks.
- Arranging and taking part in clinic visits, going through department and system updates, operational activities.

SENIOR CUSTOMER SERVICE/ ADMINISTRATIVE OFFICER

Medcare Women and Children Hospital
05/2016 – 05/2017 **DUBAI, UAE**

- Department head of cosmetology, dentistry, and dermatology
- Answering phone calls and replying emails.
- Responsible for the attendance of the unit and monthly payroll check for the unit.
- Arranging Meetings and interviews.
- Resume screening and initial candidate screening over a phone call.
- Documents and files management and assisting the management team.
- Overlooking cheque collection and other admin related tasks in the accounting team.
- Maintaining company data entry and overlook the unit filing system.

EXECUTIVE SECRETARY TO SCHOOL PRINCIPAL School Editorial committee Representative

Young Roots English School



09/2013 – 05/2016



ADDIS ABABA, ETHIOPIA

- Supporting the school principal.
- Worked as an editor for the exam committee.
- Preparation and editing of student aids and lesson plans.
- Preparing and reviewing students' textbooks, graduation magazines.
- Overlook the whole operations.
- Participating in organizing student engagement activities.
- Substitute teacher from grade 1 up to grade 6.



KEY SPECIALTIES

- Data processing
- Report writing
- Marketing research
- Payroll management
- Decision making
- Meeting deadlines
- Project management
- Customer satisfaction techniques
- Drafting communications
- Event management



BASIC INFORMATION

Nationality: Ethiopian

Marital Status: Single

Visa Status: Employment



CONCLUSION

- I hereby confirm that every information stated on this CV is true.
- References available upon request

EVENT ORGANIZER

Elite Decor and Events



06/2008 – 08/2013



GENEVA, SWITZERLAND,



FERNEY-VOLTAIRE, FRANCE

- Organizing different types of events such as birthdays, bridal showers, and minimal engagement parties.
- Organizing small cafeteria openings.
- Preparation of invitation cards for different occasions.
- Managing social media accounts, online marketing, and flyer distribution.



Education

IT Diploma

Dandii Boru College



09/2004 – 06/2008



ADDIS ABABA, ETHIOPIA

Computer Science Course

Dire Dawa University



09/2009 – 06/2012



DIRE DAWA, ETHIOPIA