

Rabab A.AbuMarie

Personal Information

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Nationality: Palestinian
Birthday : March 26, 1983
Visa Status: Transferable Visa
Residence Location: Kuwait

Career Objective

Secure a responsible career opportunity to fully utilize the experience I gained in the previous years. To obtain a challenging position in a reputable organization to expand my knowledge and skills.

Professional Experience

December 2021 – To Present: AlRoumi Group

Job Role/Department: Administration Assistant -Management Department

- Drafting letters (Bilingual), memos, faxes, e-mails and prepare daily agenda.
- Arrange our transactions with the government departments and following them up with HR Dept.
- Scheduling and arranging meetings.
- Answering telephone calls, relay messages, and maintain equipment and supplies.
- Providing secretarial and administrative support and maintaining relevant records and documents.
- Arranging and booking travel tickets and hotels for the staff.
- Assisting in day-to-day operation.
- Welcoming new employees to the organization by conducting orientation.
- Submitting employee data reports by assembling, preparing, and analysing data.
- Analysing incoming memos, reviewing document submissions, distribute approved plans.
- Follow-up on quotations with external stakeholders.
- Working with staff members from other departments such as marketing, research/design and financing.

August 2020 – December 2021: Fresh Fruits Company

Job Role/Department: Assistant SalesManager -Sales and Marketing Department

- Developing a list of potential external stakeholders.
- Analysing client's revenue use.
- Communicate with external stakeholders promote the products.
- Develops periodic sales forecasts for his/ her client group.

- Seeks to achieve her sales target, through new clients or selling more to existing clients.
- Prepares and submits proposals and sales offers to potential clients.
- Drafts sales contracts and ensures they are reviewed by the designated personnel before contracts are shared with clients.
- Renews contracts periodically, where applicable, subject to coordination with the concerned personnel.
- Processes all sales orders received from the customers timely and accurately.
- Investigates customers' request for returns/ exchanges and acts as per the approved delegation of authority of the Company.
- Coordinates with the accountants to ensure that the sales invoices are accurate and reconciled (where needed).
- Resolves customer complaints regarding sales and service in a timely and professional manner within the given authorities.
- Works closely with the concerned departments/ units to resolve customer complaints and to improve the customer's experience.
- Seeks and collects customer feedback on an on-going basis to check on customer satisfaction.
- Disseminates the customer satisfaction survey and analyzes customer feedback.
- Engage in business development activities such as research, feasibility studies, project presentation, etc. to help raise the Company's sales.

March 2013 – July 2020: Tareq Company (Medical Equipment Company)

Job Role/Department: Sales Coordinator -Sales Department

- Processing tenders and quotations.
- Preparing invoices and purchasing order.
- Following up on tenders' prices with external companies and meetings schedule based on the offers.
- Proceeding on renewal licenses for medical agencies.
- Drafting letters (Bilingual), memos, faxes, e-mails and prepare daily agenda.
- Handling urgent calls, emails, and messages when Sales Representatives are unavailable, answering customer queries, informing them of delays, arranging delivery dates, and scheduling events.
- Processing of the exhibitions and seminars.
- Providing secretarial and administrative support and maintaining relevant records and documents.
- Coordinating training and scheduling for sales staff.
- Working with staff members from other departments such as marketing, research/design and financing to optimize sales.
- Collaborating with senior sales staff in weekly meetings by creating and maintaining month-end sales reports.
- Scheduling and arranging meetings.
- Arranging and booking travel tickets and hotels for the staff.
- Attending essential sales training meetings and developing minutes of meetings and circulate to the team.
- Answering telephone calls, relay messages, and maintain equipment and supplies.
- Processing and reviewing employment applications in order to evaluate qualifications or eligibility of applicants.

April 2011 – February 2013: Gulf Investment House

Job Role/Department: Executive Secretary (HR Assistant Officer) – Human Resource & ADM

- Assisting in day-to-day operation.
- Welcoming new employees to the organization by conducting orientation.
- Submitting employee data reports by assembling, preparing, and analyzing data.
- Maintaining employee information by entering and updating employment and status-change data (Employee Directory).
- Providing secretarial support by entering, formatting, and printing information.

- Answering telephone calls, relay messages, and maintain equipment and supplies.
- Maintaining employee confidence and protect operations by keeping human resource information confidential.
- Providing payroll information by collecting time and attendance records.
- Developing monthly summary report attendance to monitor employee's attendance.
- Maintain quality service by following organization standards.

July 2009 – Jan 2011: Taiba Hospital

Job Role/Department: Office Manager CMO – Medical Administrative Department

- Receiving telephone calls, greeting visitors, schedule calendar meetings.
- Drafting letters (Bilingual), memos, faxes, e-mails and prepare daily agenda.
- Analyzing incoming memos, reviewing document submissions, distribute approved plans.
- Responsible for office stationary and computer equipments.
- Managing and coordinate with departments to conduct training to staff in the hospital.
- Schedule meetings for board of directors and the committee (Developing meeting agenda, prepare minutes of meetings, and any attachment).
- Coordinate with departments on managing the exhibitions, seminars, and annual concerts.

May2007 – June2009: Industrial Bank of Kuwait (IBK)

Job Role/Department: Executive Secretary – Administration Department

- Receiving telephone calls, greeting visitors, schedule calendar meetings.
- Drafting letters (Bilingual), memos, faxes, e-mails and prepare daily agenda.
- Responsible for office stationary and computer equipments.
- Preparing the process of training courses for new staff.
- Coordinate with departments on managing the exhibitions, seminars, and annual concerts.

June 2002– May 2007:Kuwait Printing Press – Kuwait

Job Role/Department: Executive Secretary – Public Relation

- Receiving telephone calls, greeting visitors, schedule calendar meetings.
- Analyzing incoming memos, reviewing document submissions, distribute approved plans.
- Drafting letters (Bilingual), memos, faxes, e-mails and prepare daily agenda.
- Follow-up on quotations with external stakeholders.
- Responsible for office stationary and computer equipments.

Education

2000 – 2005: Computer Science Degree from **BAHARATHIAR University, Kuwait**

2000:High School Degree from **Al-Najat Secondary School, Kuwait**

Language:

- English & Arabic – excellent written and spoken.
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Skills:

1. Operate a variety of technological tools, ranging from MS office (Word, Excel, PowerPoint)
2. Ability to build good relationships and adapt with the team
3. Communication skills with internal and external contacts using a range of platforms

4. Collaborating with team members to overcome challenges
5. Ability to work under pressure and time manage the assigned tasks
6. Attention to detail in reviewing correspondence, submitting reports and completing everyday duties
7. Coordinate with the team members to effectively manage schedules

Certificates:

- Polyglot Language Institute, Kuwait, Training course in (Windows, MS Word, MS Excel, Power Point)(2001)
 - Dar Al-Shifa Hospital, Course in HS-CPR (2010)
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References:

To be furnished upon request.