

PERSONAL INFORMATION

Name **Fatena Abou Al-Khair**
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PROFILE SUMMARY

Highly organized and detail-oriented PR and Administrative manager offering proven strengths in phone and customer reception, data entry, appointment scheduling, and meeting and event coordination.

Proactive in identifying opportunities to enhance PR and administrative processes and improve client relations. Possess a sunny disposition complemented by impeccably professional appearance. Type 55-65 wpm with 100%.

CORE COMPETENCIES

- Relationship Management
- Organizational Growth
- Vendor/Client Management
- PR Performance Metrics
- Event Planning
- Communication Strategy
- Market Analysis
- Strategic Messaging
- Data Analysis

WORK EXPERIENCE

- Dates (from – to) Oct 2023 - present.

In addition to my work in the Ministry of Communications and technology I teach at the Syrian Virtual University
- Dates (from – to) Nov 2018 - present.

•Name and address of employer **Ministry of Communications and Technology**
www.moct.gov.sy
- Type of business or sector **Executive Secretary**
- Occupation or position held **Minister Secretary**
- Main activities and responsibilities
 - Administrative Supervising
 - Archiving
 - Data Entry

•Dates (from – to) Mar2017- Nov2018.

•Name and address of employer **Technical management of the Syrian Telecom Company**
www.syriantelecom.com.sy

•Type of business or sector **Executive Secretary**

• Occupation or position held **Executive Secretary**

•Main activities and responsibilities

- Administrative Supervising
- Archiving
- Data Entry

•Dates (from – to) Jul2015- Mar2017.

•Name and address of employer **Damascus Communications Branch**
www.syriantelecom.com.sy

•Type of business or sector **Executive Secretary**

• Occupation or position held **Executive Secretary**

•Main activities and responsibilities

- Administrative Supervising
- Archiving
- Data Entry

•Dates (from – to) Apr2008 - Jul 2015

•Name and address of employer **Damascus Communications Branch**
www.syriantelecom.com.sy

•Type of business or sector **Supervisor**

• Occupation or position held **Supervisor in call center**

•Main activities and responsibilities

- Administrative Supervising
- Archiving
- Data Entry
- Supervising the workflow
- Organization of work and permanence

- Dates (from – to) Sep2002 – Mar2008.
- Name and address of employer **Damascus Communications Branch**
www.syriatelecom.com.sy
- Type of business or sector **employee in call center**
- Occupation or position held **employee in call center**
- Main activities and responsibilities
 - Communication answer
 - Customer assistance

EDUCATION AND TRAINING

- Dates (from – to) 2019-2022
- Name and type of organization **Syrian Virtual University | SVU (Intermediate Institute) - Syria**
- Title of qualification awarded Master of Quality Management
- Dates (from – to) 2011-2016
- Name and type of organization **Damascus University, Faculty of Economic - Syria**
- Title of qualification awarded Accounting specialty
- Dates (from – to) 1997-1999
- Name and type of organization **Damascus University - Intermediate Engineering Institute**
- Title of qualification awarded General construction
- Dates (from – to)
- Name and type of organization **Sateh ALhousari High School**
- Title of qualification awarded High School Baccalaureate

LANGUAGES

- Mother tongue **Arabic**
- Other languages **English**
 - Reading skills Very good
 - Writing skills
 - Verbal skills

TEACHING EXPERIENCES

SOCIAL SKILLS

Mathematics private lessons for middle school classes
Puzzles: Excellent problem-solving skills
Chess: Intelligent strategist

TECHNICAL SKILLS

Management systems:GDS, Salesforce, Business Workflow
Office applications: Full MS-Office Package
Operating systems: Windows, Mac ad Linux
Engineering design software: Autocad- photoshop
Accounting software: Al-Ameen

ANNEXES Experience certificates of all above work experience