

Zainab Reyadh Ahmed Barakat  
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### **Career Objective:**

To obtain a respectable and a suitable position in any field, which would suit my qualifications and would help me in gaining experience and would nourish my skills. Also, to serve the organization to the best of my skills and grow along with the organization and aspire to reach new levels of excellence.

### **Experience:**

#### **Security Solutions**

##### **MRE Administrative and HR Assistant –**

1st December 2019- Present

- Working with LMRA and Immigration for Employees Resident Permit
- Assisting in Payroll
- Managing, maintaining, updating Employee Database system
- Make Offer Letters, Employee Disciplinary warning letter, termination letters, employment letters
- Assisting Public Relations Officer.
- Office Stock management. Preparation of LPO as per demand.
- Preparation of LPO for Logistics department
- Preparing client, accommodation, and employee contracts and other documents for new Employees.
- Invoicing of Tamkeen

#### **Etisalatcom Bahrain**

##### **Technical Support**

10th July 2017- 30th Nov 2019

- Resolving customer complaints by identifying problems and taking appropriate corrective action
- Resolving product or service problems by clarifying the customer's complaint; determining the cause of the problem.
- Demonstrated professional etiquette and manners when interacting with customers, improving customer feedback.
- Providing technical and business support to customers.
- Provided technical support for internet connections and VoIP service products offered to the customers.
- Handling provisioning and configuration of routers.
- Handling configuration of the VOIP, IP Phones
- Providing configuration and support for various PBX systems.
- Troubleshooting customer issues using the Broadband Remote Access System protocol.
- Troubleshooting internet-based issues using CLI.
- Using analytical skills and graphical representation to determine issues.
- Data entry in the internal billing system
- Preparing reports of various kinds using MS Excel.
- Assisting the sales team for incoming requests for new services
- Forwarding customer feedback in a meaningful, business oriented form to the management for improving services.

- English and Maths (British Curriculum)
- Using technology and other tools in classroom
- Taking responsibility for the progress of a class of primary-age pupils.
- Organizing the classroom and learning resources and creating displays to encourage a positive learning environment.
- Planning, preparing and presenting lessons that cater for the needs of the whole ability range within their class.
- Motivating pupils with enthusiastic, imaginative presentation.
- Maintaining discipline.
- Preparing and marking work to facilitate positive pupil development.
- Meeting requirements for the assessment and recording of pupils' development.
- Providing feedback to parents and carers on a pupil's progress at parents' evenings and other meetings.
- Coordinating activities and resources within a specific area of the curriculum, and supporting colleagues in the delivery of this specialist area.
- Working with others to plan and coordinate work.
- Keeping up to date with changes and developments in the structure of the curriculum.

**Al Dana Ferguson Partners**  
**Relationship Manager**

1<sup>st</sup> March 2014 – May 2015

- Develop and maintain relations with Local and foreign Delegates to search customer business needs.
- Ensure and provide flawless, upscale, professional and high class guest service experiences
- Respond to guests needs and anticipate their unstated ones
- Actively listen and resolve guests' complaints
- Oversee and coordinate all arrivals and departures of special guests (VIPs, SAs etc)
- Plans and runs conference registration (both advance and on site) procedures and logistics and creation of name badges
- Examine activities logbook, assign tasks appropriately and implement control schedule daily

**IT Center – University of Bahrain**  
**System Analyst**

1<sup>st</sup> July 2013 – 31<sup>st</sup> Aug 2013

- Worked in IS department as a researcher for applying new modeling system
- Analyzing student portal for University of Bahrain and preparing shortcomings in the design
- Preparing new system flow and design for better student experience, meeting international standards
- Proposing new ideas to make student registration and ease of use for students with the

**Academic Qualification:**

**Other Courses:**

- |                                      |                         |
|--------------------------------------|-------------------------|
| ● Digital Marketing                  | Shaw Academy 2016       |
| ● Social Media Marketing and The ORM | Shaw Academy 2016       |
| ● Business Ethics                    | InJAz Bahrain 2011-2012 |
| ● Be Entrepreneurial program         | InJAz Bahrain 2011-2012 |

**Interests:**

- Organized in IT symposium “my apps, my life” in UOB.
- Participated in the beauty of youth exhibition from 6th to 10th Dec 2009.
- Participated as an organizer in 4th international e-learning Conference at Crown Plaza from 6-9 May 2013

**Computer Skills:**

MS Word, Access, Excel, Power Point, html, Visual Basic, JavaScript, C++

**Professional Skills:**

- Self-motivated and Team player.
- Strong communication and able to work under pressure.
- Strong administrative and organizational skills.
- Working effectively both as team member and independently.
- Positive work attitude and good customer service orientation.
- Ability to establish and manage relationships.

**Personal Details:**

Languages : English (spoken & written),  
Arabic (Basic Proficiency),  
Urdu & Hindi (spoken & written)

Driving License : Yes

CPR No :

Nationality : Bahraini

D.O.B :

Contact No :

**References:**

Mrs.Samreen Sagheer- Co-ordinator  
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Other references can be furnished upon request.