

# Curriculum Vitae

## Personal Information

**Name** : Samar Sawan  
**Address** : East Riffa, Kingdom of Bahrain  
**Date of Birth** : 24<sup>th</sup> April 1984  
**Languages** : English and Arabic  
**Nationality** : Bahraini  
**Contact No.** : 39654012  
**E-mail** : [samarsawan1984@gmail.com](mailto:samarsawan1984@gmail.com)



## Work Experience

### The Beauty Co

December 2012 – December 2018

#### Executive Assistant

**The BeautyCo** is a distribution company that offers hygienic and unique health, beauty and wellbeing products to clients across the GCC and MENA regions.

##### **Main Responsibilities:**

- Responsible for assisting the sales team in Bahrain and Dubai branches, focusing mostly on the distribution of any sales documentation.
- Following up on any sales quotations submitted to clients
- Responsible for producing sales and client reports on the progress within the department
- Responsible for efficiently responding to any online or telephone sales related queries in a calm and friendly manner
- Coordinating with the sales department to update sales created in Tally
- Creating and checking SOA

### American Express

May 2011 – July 2011

#### Executive Assistant

**American Express Company** is a diversified worldwide travel, financial and network Services Company founded in 1850. It is a world leader in Charge and Credit Cards, Travelers Cheques, travel, financial planning, business services, insurance and international banking.

##### **Main Responsibilities:**

- Preparing correspondence, reports, and materials for publications and presentations.
- Assist in financial responsibilities: estimating, billing, reporting and invoicing for marketing fees and expenses
- Replying to letters and correspondence related to the COO.
- Setting up the COO's travel arrangements.
- Setting up accommodations arrangements for company visitors.
- Maintaining the COO's calendar.
- Setting up and coordinating meetings and conferences.
- Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing.
- Following up on tasks related to the Marketing and Operations department

### Masheed Building Material Holding Co.

#### Saudi Readymix Concrete Company

May 2009 – December 2010

#### Executive Assistant

**Saudi Readymix** is a key member of the Khalid Ali Alturki & Sons group of companies. Saudi Readymix is the leading producer and supplier of high quality ready mixed concrete and related construction materials in the Kingdom of Saudi Arabia. The first in its field to achieve ISO 9000 accreditation, the Company is an approved supplier to Saudi Aramco and SABIC.

**Masheed** is an international arm of Saudi Readymix.

##### **Main Responsibilities:**

- Arranging meetings and business trips.
- Daily, weekly and monthly reports
- Replying to letters and correspondence on behalf of the Managing Director.
- Setting up and coordinating meetings and conferences.
- Maintaining inventory

## *Curriculum Vitae*

- Maintaining easily accessible filing system
- Editing documentation of projects and admin related documents including prequalification of projects, project follow up, submitting proposals, quotations from our suppliers and other relevant tasks
- Responsible for applying processes and procedure to all sectors related to Masheed such as accounts, project management, admin issues, I.T., Business Development and Marketing.
- Implementing the company's archiving procedures
- Monitoring and reporting local market and competitor activities with relevant reports
- Proposed appropriate methods to facilitate the development of a profitable business.
- Research and development of all current projects and future project.
- Collecting information, assessment and study for potential projects, clients, contractors, readymix local companies, supply chain, laws and regulations and new technology applications
- Coordinating with all departments to edit and submit business plans
- Creating a database and excel follow up sheets for market reports extracted from different sources.

### ANIS (Arabian Network Information Services) / Batelco

September 2005 - June 2008

#### **Service Order Controller**

(ANIS is a leading I.C.T. company owned by Batelco).

*Diplomatic Area, Kingdom of Bahrain.*

#### **Main responsibilities**

- Responsible for keeping track of the company's service orders and purchase requests.
- Responsible for creating monthly reports regarding the company's closed deals.
- Responsible for following up with finance and purchasing departments to find out if the orders and invoices were made to the customer and making sure they are not delayed.

#### **Customer Support**

(ANIS is a leading I.C.T. company owned by Batelco).

*Diplomatic Area, Kingdom of Bahrain.*

#### **Main responsibilities**

- Responsible for answering all customer requirements and requests.
- Responsible for registering any requests and faults of ANIS Projects, ANIS related Batelco Projects, Desktop and Networking issues on Microsoft Dynamics CRM 3.0 and assigning the fault to a specific engineer within a specified time period.
- 12x7 availability for first level support and making sure that escalation procedures are applied according to contract and SLA (service level agreement)
- Responsible for achieving customer satisfaction.

### Education

<b>Date</b>	<b>Course</b>	<b>Location</b>
<b>2019</b>	Life Coaching Course	Online Degree
<b>2009</b>	Beyond Secretary	BIBF – Kingdom of Bahrain
<b>2008</b>	General Education Development (GED)	Maine Highschool – United Arab Emirates
<b>2007</b>	CRM Installation	NIT – Kingdom of Bahrain
<b>2007</b>	Comptia A+ Certification	NIT – Kingdom of Bahrain
<b>2006</b>	Dreamweaver 1 & Dreamweaver 2	New Horizon – Kingdom of Bahrain
<b>2002</b>	Computer Diploma	Cambridge Institute – Kingdom of Bahrain
<b>1999-2000</b>	High School	W.T.Woodson – Washington DC, USA
<b>1989-1999</b>	High School	Sacred Heart School – Kingdom of Bahrain