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| **curriculum vitae** |
| **Personal Information** |
|  | **Name:**  Fatima Abdulla Salem**Marital status:** Married**Nationality**: Bahraini**Date of Birth:** 24th May 1984 **Address:** 824 –Road 208 – Isa Town **Phone 36885252 - 36500350** **E-mail** **fatima.a.salem@gmail.com** |
| Objective |
|  | Seeking a challenging job where I can implement my expertise, improve my skills and gain wide knowledge and experience in various fields. In addition to be a valuable asset to the organization and its profitability by innovating new method to ensure continues growth and to carry on my career with an organization that will utilize my management, supervision, marketing & administrative skills to benefit mutual growth and success.  |
| **Education** |
|  | * (2016-jan2019) **Bachelor of Business Management**, Bahrain, Arab open university. First Class Honor.
* (2008-2010) **business information system (BIS)**, Bahrain, university of Bahrain

 Undergraduate. * (2002-2004) **Graduated with a Certificate in clerical level** from university of Bahrain with GPA 3.25.
* ( 1999-2002 ) Isa Town secondary school [science].
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| **Training and professional certificates** |
| (Oct 2018 – April 2019) Bahrain Bourse, Trader Quest program(21-22 Dec 2016) Education Plus, First Aid license(4 -6 Feb 2014) NIT, Certificate in Prince 2 Foundation (28-29 Jan 2014) Bridge institute, Attended the social media seminar(21 Jan 2014) Arab open university, Research writing & publishing (21 Dec 2013) NIT, Attended the Game within the Game Seminar(7th Dec 2013) NIT, Art of Innovation Seminar(1997 ) Salman Cultural Center, computer basics. |
| **Experience** |
|  | * (**November 2015 / present )** **Deeko Bahrain W.L.L**

**Export Sales Officer*** Translate contracts, invoices, etc….
* Writing MOM in both languages.
* Contact existing customers .
* Follow up payment with customers.
* Contact new interested clients.
* Prepare & send invoices.
* Take orders and shipping details from client.
* Translate documents.
* Reply on emails.
* Answer calls and respond to the enquiries.
* Arrange to load and ship the orders.
* Attend meetings and present our products.
* **(June -2015 /November 2015) Delmon for scoopa diving & under water maintenance.**

 **Executive Secretary** * Provide office support services in order to ensure efficiency and effectiveness
* Receive, direct and convey telephone and fax messages
* Direct the general public to the appropriate staff member
* Maintain the general filing system and file all correspondence
* Assist in the planning and preparation of meetings and conferences.
* Translation of documents.
* Maintain an adequate inventory of office supplies.
* Respond to public inquiries.
* Provide word processing and secretarial support.
* Type confidential documents.
* Provide support to the managment.
* Report to the CEO.
* Write and translate contracts.
* Perform other related duties as required
* **(March-2015/June-2015) Al-Mansoori dental center**

**Administrator / Marketing*** Writing protocols
* Writing contracts
* Designing flyers and instructions
* Develop branding and marketing strategies.
* Develop a sustainable development and marketing plan
* Train the employees to use software programs to ease their work.
* Implement a system to check the efficiency of the work.
* Complete all admin work.
* Manage staff duty schedule.
* Report to the management the summery of the attendance.
* Communicate with ministries and organizations as required.
* Participate in implementing marketing plan.
* Project managing the branding progress.
* Follow up maintenance with the companies for any defect in the clinic.
* Typing center’s communication letters.
* Answer to management.
* **(July2011- March 2014) Optimal Technology solutions’.**

**Marketing & Administration** * Meeting and greeting clients and visitors to the office
* Typing documents and distributing memos.
* Supervising the work of office juniors and assigning work to them.
* Handling incoming / outgoing calls, correspondence and filing.
* Faxing, printing, photocopying, filing and scanning.
* Organizing business travel, itineraries, and accommodation for managers.
* Monitoring inventory, office stock and ordering supplies as necessary.
* Updating & maintain the holiday, absence and training records of staff.
* Responsible for purchase orders.
* Raising of purchase orders and invoice tracking
* Responsible of attendance and salary transfer.
* Holding Branch Betty cash.
* Managing the office.
* Schedule appointments for sales team to meet with prospective customers.
* Coordinate with sales consultants to utilize their times and schedules.
* Update lead records in CRM and Prepare quotations.
* Strategize to meet branch KPI and target.
* **(November 2008 – January 2010) Invita-LMRA**

**Call Center Adviser*** Communicate and advice team members
* Handling customer calls (complains and requests).
* Dealing with customers emails.
* Acting as supervisor assistant.
* Training new employees.
* Support team members and e-support team.
* Coordinate and Schedule holidays for the team members.
* Assess the team members.
* **(June – October 2008) global tourism club (GTC).**

**Telemarketer** * Marketing tourism packages.
* Handling customer requests (complains and requests).
* Sending packages & Creating leads.
* Assist team leader and Communicate with clients.
* **(June To September 2007(Summer job)) privilege club.**

**Telemarketer*** Marketing membership cards.
* Handling customer requests.
* Communicate with clients.
* Strategize with management.
* Define and spread the appropriate approach.
* **(June To September 2005 (Summer job)) lucky cargo**

**Secretary*** Handling customer calls.
* Auditing financial statements.
* Writing letters and memos.
* Booking meeting for the manager.
* Assist the manager in all meetings .
* **(July To September 2004 (Summer job)) Rifa mall**

**Sales Lady*** Dealing and guiding customers.
* Folding and hanging cloths.
* Communicate with customers.
* Assist the supervisor.
* Delegate responsibilities to staff.
* Ensure the jobs are finished.
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| **Education** |
|  | * (2016-jan2019) **Bachelor of Business Management**, Bahrain, Arab open university. Honored student with GPA 3.76
* (2008-2010) **business information system (BIS)**, Bahrain, university of Bahrain

 Undergraduate. * (2002-2004) **Graduated with a Certificate in clerical level** from university of Bahrain with GPA 3.25.
* (1997-1998 )**Studied computer basics** at Salman Cultural Center.
* ( 1999-2002 ) Isa Town secondary school [science]
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| **Skills** |
|  | * Develop business strategies, develop marketing plans, conflict resolution, and team work
* leadership, motivation, time management, communication, and thinking outside the box.
* Good communication skills, Self-improvement and Fast learner.
* Creativity and innovation and Article research and writing.
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| **Computer Skills** |
|  | * Operating System: Windows OS Platforms (Vista, XP, ME, 2000, 98).
* Microsoft Office Package: MS Office.
* Worked with Visual Studio.Net, Borland C++ 4.5, and Visual
* Programming languages: VB, C, and C++.
* Graphics Suits: Adobe Photoshop.
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| **Interests and Hobbies** |
|  | * Reading, puzzle, swimming, volleyball, ping pong and Art.
* Writing (poems-stories-articles)
* Member of music club (UOB), Member of photo club (UOB).
* Designing, Learning & Exploring.
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| **Language** |
|  | * Fluent in both spoken and written (Arabic and English).
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| **References** |
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| Company Name  | Reference Name | Reference No. | Reference Email |
| Arab open University | Dr. Hannan Naser | 17407584 |  |
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