

Curriculum Vitae

Objective:

- Dynamic and proactive **Office Manager** with more than 8 years of experience in overseeing office administration, employee relations, procurement, and process optimization.

Aiming to contribute my extensive skills in office management and team leadership to enhance operational success at a forward-thinking company.

Personal Data:

- Name: Mahmoud Adel Ahmed Elsayed Gafar.
- Address: New Al-Marg, Cairo, Egypt.
- Date of birth: April 12, 1994.
- Marital Status: Married.
- Military Status: Final Exemption.
- Mobile: +201273132296 or +201094405166.
- E-mail: Mahmoud.adel202020@gmail.com
- Language: Arabic, mother tongue.
- English: Excellent.



Educational Data:

- Qualification: Bachelor of Archaeology.
- University: Cairo.
- Grade: Very Good.
- Date of Graduation: 2016.
- Other: General Diploma in Education, Sadat University 2019.
- Grade: Excellent.

Certification and Training:

- Diploma in Business Administration from Alison platform 2025.
- Business Development Course from the Egyptian-German Centre 2023.
- Communications Skills from the American Chamber of Commerce Egypt 2021.
- Crisis Management Course from the Ministry of Interior 2021.
- Disaster Management Course (Evacuation, Explosives, and First Aid) from the Ministry of Interior 2021.
- Human Resources Management course from Microsoft 2020.
- Network Fundamentals Course from Microsoft and NTI 2021.
- Healthy and Safety Induction from the Knights of Safety Academy 2021.
- Leadership Course from the Ministry of Interior 2021.
- Microsoft Office 2019 Course 2020.
- Introduction to the Internet of Things course from ITI Institute 2020.
- Computer network fundamentals course from ITI Institute 2020.
- Cybersecurity fundamentals course from Edraak Platform 2020.
- Computer fundamentals course from Edraak Platform 2020.
- First Aid Fundamental Course from Edraak Platform 2020.
- Advanced Microsoft Word course from Edraak Platform 2020.
- Triage course from Shell Egypt 2017.
- Fire Fighting from Civil Defence 2017.
- Conflicting and Negotiating to Solve Problems course from Cairo University 2017.
- ICDL course from the Ministry of Communication and Technology (2014)

Experience Data:

- Office Manager at Ground 9 Flooring Co. from November 2022 until now.
- Invigilator at the British Council as a part-time employee from May 2018 until May 2024.
- Operations Room Coordinator (outsourced) at AFREXIM Bank from August 2019 until August 2022.
- Volunteer as Executive HR Officer at Africa Youth Voice from December 2020 until December 2021.
- Assistant administration manager at Midtown Co. from December 2018 until July 2019.
- Receptionist (outsourced) at Shell Egypt in the Security Department from July 2016 to December 2018.

Job description (Office Manager – Ground 9 Flooring) Nov 2022 till Now.

❖ Overall Office & Operational Management:

- Oversee the day-to-day functioning of all office operations. Ensure smooth workflows and high productivity across all departments, including HR, procurement, finance, and customer service.

- Develop, implement, and enforce office policies and procedures to ensure consistency and compliance with company standards, Egyptian regulations, and industry best practices.
- Act as the central communication point between the management team, office staff, field teams, subcontractors, and clients, ensuring all information flows smoothly and issues are addressed promptly.

❖ **Human Resources & Staffing:**

- Oversee the recruitment process for new hires, from sourcing candidates to onboarding, ensuring compliance with Egyptian labor laws.
- Maintain detailed records of employee attendance, leave requests, and performance. Ensure all records comply with local regulations, including social insurance and tax contributions.
- Coordinate payroll processing, benefits management, and ensure that employees receive timely compensation in accordance with Egyptian labor laws.

❖ **Procurement & Supply Chain Management:**

- Oversee supplier relations, including negotiating prices, managing orders, and ensuring timely deliveries of materials. Handle procurement for office supplies and construction materials, ensuring optimal stock levels.
- Ensure efficient inventory management and track the movement of construction materials and equipment to and from job sites.
- Monitor and control procurement costs, ensuring that purchasing decisions align with the project budget and company financial targets.

❖ **Subcontractor & Contractor Coordination:**

- Oversee subcontractor agreements, ensuring terms are clear, and deadlines are met. Ensure all subcontractors comply with company policies, local laws, and safety regulations.
- Work closely with subcontractors to ensure they deliver work on time and to the expected quality standards. Resolve any issues or delays that may arise with subcontracted services.

❖ **Client Relations & Quotations Management:**

- Handle client inquiries and provide quick, professional responses to questions about services, pricing, and project timelines.
- Work closely with the sales and technical teams to prepare accurate and timely quotations for clients. Ensure that quotations are detailed, covering all aspects of the project, including materials, labor, and additional services.
- Assess client requirements, calculate material quantities, and collaborate with the procurement department to ensure that the costs in the quotation are aligned with current market rates.
- Tailor each quotation to meet the specific needs of the project, ensuring all details are clear to avoid misunderstandings later in the project.
- Submit quotations to clients, answer any queries they may have, and follow up regularly to ensure client satisfaction and progress toward closing the deal.
- Assist in the negotiation of terms with clients to secure the contract, ensuring that both the client's needs and the company's profit margins are met.

❖ **Issue Resolution & Problem-Solving:**

- Be the first point of contact for any operational, client, or project-related issues. Resolve problems promptly, whether they are related to customer complaints, supply chain issues, or subcontractor delays.
- Effectively mediate disputes or conflicts that may arise between subcontractors, suppliers, and clients, ensuring positive outcomes that keep projects on track.
- Analyze recurring issues, propose solutions, and implement processes that reduce the likelihood of issues reoccurring in the future.

❖ **Financial Management & Payment Coordination:**

- Oversee the process of generating and reviewing invoices for clients, ensuring that they reflect agreed-upon terms and include accurate project details. Ensure timely collection of payments and follow up on overdue invoices.
- Manage payments to suppliers, subcontractors, and service providers. Ensure that all financial obligations are met in a timely manner and that company records are kept up to date.
- Work with senior management to monitor project expenses and help manage the company's budget, ensuring efficient allocation of resources. Track spending to ensure it stays within budget and provides financial reports as required.

❖ **Health & Safety Compliance:**

- Ensure that both office staff and site personnel adhere to all local health and safety regulations. Maintain up-to-date safety protocols in line with Egyptian standards.
- Organize safety audits and provide ongoing safety training to employees, ensuring compliance with industry regulations and best practices.

❖ **General Administrative Support:**

- Maintain accurate and organized records for all administrative activities, including contracts, invoices, employee files, and project-related documents.

- Ensure that office and project management software systems (CRM, accounting tools, project management software) are effectively utilized and up-to-date.
- Assist high level managers in any way possible, including preparing for meetings and communicating new policies to the subordinates.
- Communicate with the CEO to keep them fully informed of all major business developments.
- Organise meetings and calendars by maintaining a calendar of appointments, preparing a daily agenda, and reminding the business unit manager of scheduled commitments to ensure better organisation and time management.
- Monitor the filing system by maintaining confidentially categorised files and documents, both manual and electronic, in a way that ensures the availability of data when requested.
- Perform a range of secretarial tasks, including receiving and screening telephone calls, e-mails, memoranda, and faxes in and out, translation, and typing letters (Arabic and English) to efficiently organise the daily office operations concerning the business unit manager.
- Handle incoming correspondences and reports through reading, screening materials, making preliminary assessments, and organising according to importance.
- Organise business meetings, including preparing the agenda and materials for the meeting, taking minutes, and keeping records of the proceedings in order to facilitate implementation follow-up.
- Perform other related work assignments according to the business unit manager's instructions.
- Ordering stationery and furniture.
- Maintaining a record of company expenses
- Reviewing and ordering office supplies
- Arranging for transportation facilities for the staff members.

Job description (Operations Room Coordinator - AFREXIM Bank) Aug 2019 till Aug 2022.

- Handling all emergency and routine calls from external or internal sources.
- Follow-up Tracking Journey Management Plan Future Movements Planes on a daily basis.
- The procedures for testing both the intrusion and fire alarms.
- Geographic Information System, residential, and Warden maps creation.
- In headline news, current events are reported on a daily basis.
- Handling duty manager and incident manager handover processing.
- Handling vehicles, processing parking badges, and issuing ID cards.
- Follow-up vehicle tracking system and personal tracking system.
- Handling and coordinating Meet and Greet process according to the movements of the business visitors.
- Monitoring the flight plans.
- Handling portable radios, fixed station radios, satellite phones, and email systems.
- Data backup.
- Provide the needed support in the area of property and security management services.
- Effectively cooperate with the team members to ensure team objectives are being carried out.
- Maintain and operate surveillance equipment.
- Watching both live and recorded video surveillance together.
- Report incidents and suspicious behavior, and contact authorities when necessary.
- Maintain a high level of fastidiousness, professionalism, care, and integrity in an exquisite and efficient manner, and in accordance with internationally accepted best practices and the bank's standards.
- Provide recorded media to the security management team.
- Operate a range of alarms and communication facilities contained within the control room.
- Regular communication with all ADMI staff.
- Frequent communication with all bank departments.

Job Description (Assistant Administration Manager - Midtown) Dec 2018 to July 2019.

- Ensuring company policies are followed.
- Assisting with all aspects of administrative management, directory maintenance, logistics, equipment, and storage
- Coordinating between departments and operating units in resolving day-to-day administrative and operational problems
- Scheduling and coordinating meetings, interviews, events, and other similar activities
- Sending out and receiving mail and packages.
- Managing documents and files
- Sending and receiving documents for the company.
- Assisting in various daily operations
- Operating a range of office machines such as photocopiers and computers.
- Greeting guests and visitors
- Prepare and modify documents, including correspondence, reports, draughts, memos, and emails.
- Creates, maintains, and updates staff records on the HR database and issues regular reports as required.
- handles the staff attendance system and reports as appropriate.
- Follow-up Fingerprints and Attendance
- Helps with monthly payroll reports.
- Resolving customer issues to their overall satisfaction.
- Preparing and presenting employee reviews.
- Organising employee schedules.
- Ensuring that health, safety, and security rules are followed.
- Completing tasks assigned by the general manager accurately and efficiently

Job Description (Receptionist – Shell) Jul 2016 to Dec 2018.

- Greet clients as soon as they arrive and connect them with the appropriate party.
- Answer the phone in a timely manner and direct calls to the correct offices.
- Deal with bookings by phone, e-mail, letter, fax, or face-to-face.
- Complete procedures when guests arrive and leave.
- Prepare bills and take payments.
- Take and pass on messages to guests.
- Deal with special requests from guests.
- Deal with complaints or problems.
- Answer telephone calls, take messages, or forward calls.
- Schedule and confirm appointments, and maintain event calendars.
- Check visitors in and direct or escort them to specific destinations.
- Inform other employees of visitors' arrivals or cancellations.
- Enter customer data and send correspondence.
- Copy, file, and maintain paper or electronic documents and records.
- Handle incoming and outgoing mail.
- supervision of security officers.
- Ensuring that the reception area is kept clear, tidy, and presentable at all times.

Personal Skills:

- Well-organised with excellent multi-tasking abilities.
- Excellent knowledge in healthy and safe environments.
- Excellent knowledge of human resources management.
- Hard working.
- Excellent customer service.
- Spirit of leadership.
- Working under pressure.
- Working with groups
- Punctiliousness all the time
- Negotiations solve problems.
- Make arrangements and decisions.
- Excellent organizational skills and the ability to multitask in a fast-paced environment.
- Familiarity with Egyptian labor laws, construction industry standards, and procurement practices.
- Strong verbal and written communication skills in both Arabic and English.
- CRM system analysis.
- ERP System.
- Proficiency in Microsoft Office Suite (Excel, Word, PowerPoint) and construction management software (CAD, or similar platforms).

Finally, I am enthusiastic about the possibility of working with your organization and am confident that I can bring value to your team and projects.