



Elizabeth Ekladious

📍 8 El Zahawi Str. Nasr City, Cairo, Egypt

EDUCATION:

Bachelor of Business Informatics, Helwan University (2017)

GPA: 2.93 (Very Good)

Graduation Project: Online System using JAVA,CSS & HTML (Excellent)

International Business Management, PIN-Polo Universitario Città di Prato (2017)

Summer Study Abroad: 20 hours of training, visits and workshops in Europe (Excellent)

General Secondary, Armenian Catholic Sisters School (2013)

WORK EXPERIENCES:

Front Office Manager - “Magrabi Retail Egypt” (Nov 2021 – Present)



Main Responsibilities:

- Supervising, mentoring, training and coaching office staff team of 6 and delegating assignments to ensure maximum productivity, ensure that office is operating smoothly.
- Producing reports, composing correspondence and drafting new contracts and other management-level reports.
- Purchasing office supplies and equipment and maintaining proper stock levels, handling petty cash and creating petty cash sheets, Manage shipment requests, track and deliveries.
- Create PO on SAP of the invoices for multiple and different vendors.
- Coordinating domestic and international travel including issuing visa for the requested countries, flight, hotel, and car rental reservations, Creating excel budget sheets for the traveling process as a whole.
- Supporting office employees MENA, Employee relations, creating HR letters and issuing social insurance letters, support in the onboarding to the new hires to get used to the work culture.
- Creating and making new deals with different vendors, Responsible for the internal communication for purchasing the Giveaways, Events inside and outside the organization like parties, celebrations and conferences plus managing budget.
- Creating an event proposal that fits the organization’s requirement, coordinating multiple events at once, Identify the requirements and expectations for each event.
- Liaise with vendors during the event planning process to ensure everything is in order.
- Provide other administrative support including scheduling group meetings, maintaining calendars, doing research, and creating reports.

Senior Operations Specialist - “TLScontact Egypt” (Nov 2017 – Nov 2021)

Main Responsibilities:

Senior Operations Specialist: (2019-2021)

Supervisor for Legalization Department of the German and Belgian Embassies.

- Supervising, Training, Leading team members of 2 and inspiring my team to exceed personal and corporate objectives.
- Evaluating the performance of my assigned employees, delivering the feedback and addressing any shortcomings.
- Designing and implementing departmental policies, procedures, goals, and objectives.
- Evaluating and reporting on department metrics to upper management.
- Developing strategies to improve department metrics and performance.
- Improving the work environment and operations of my department and the organization as a whole.
- Creating cash sheets, bundles and reports for the embassy.
- Interview applicants and checking their applications and documents. Resolve and handle applicant’s problems.
- Managing the whole process with Quality control.
- Consulting and supporting visa section.
- Transfer the files on scheduled time. Receiving the processed passports and legalized documents. •Create meetings with the Consul for any new updates and/or remarks on previous files to inform TLS team with it, Maintain a positive relation between TLS and the Embassies.

I also used to work as a Trainer for TLS new center's staff, that openly new in different countries; **TOT**

- On-site Trainer for TLS Alex’s Branch Egypt.
- Online Trainer for TLS Branch in Algeria, Morocco, Iraq.

Operations Specialist: (2017-2019)

During my work I play different roles as illustrated below with France, German and Belgian Embassies.

- Registering all new applicants.
- Offering value added services and assisting them with products of their interest.
- Submitting their supporting documents on the system.
- Preparing the applicant’s documents and passports, reviewing all applications and making sure it match with the embassy's criteria.
- Taking the applicants fingerprint and signature in the biometrics area.
- Handing out passports to the applicants after we receive the reply from the embassy.
- Adhering to quality performance standards while achieving full customer satisfaction as per the performance evaluations.
- Preparing a daily report about all the work processed.

COURSES:

- Advanced Human Resources Management Diploma in progress accredited from HRCI.
- Professional Human Resources Management Diploma from Egycham accredited from SHRM & HRCI (Grade Excellent 2022).
- Professional in Human Resources (PHR)[®] accredited from NASBA (2022)
- Certificate of completion for the Quality Culture Awareness accredited from EgyptAir (2016).
- Certificate of completion for the Art of Management accredited from Swiss eLearning Institute (2014).

INTERNSHIPS:





- **Human Resources** at Egypt Air, 17 July till 11 Aug 2016.
 - **Customer Relations** at Credit Agricole Bank Egypt, 1 till 31 July 2015.
 - **Public Relations** at Egyptian Natural Gas Holding Company (EGAS), 3 till 14 Aug 2014.
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SKILLS:

Computer Knowledge:

- Excellent command of Microsoft office
- ERP Systems: SAP

Languages:

-  Arabic: Mother Tongue
 -  English: Fluent
 -  French: A1
 -  German: A1
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PERSONAL DATA:

Date of birth: 03/03/1994

Nationality: Egyptian

Marital Status: Married

PERSONALITY:

Helpful

Creative

Punctual

Communicative

HOBBIES:



Art Achievements



Traveling