

Ouaa Hanane

— Administrative Assistant —



Age : 29

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Hanane Ouaa

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Driving License: B

PROFILE

A motivated administrative professional looking for a position in a stimulating environment. 1 year of experience in providing administrative and secretarial support to the operational department. Mastery of many computer applications. Skills developed in communication and service to customers and suppliers.

EDUCATION

- **DIPLOMA Master's degree in Political Sciences, Public Policies and Local Administration**

Mohamed Khider University

Biskra, Algeria.

Oct. 2013 - Jun 2015

- **DIPLOMA Bachelor's degree in Political Science, Human Resources Management.**

Mohamed Khider University

Biskra, Algeria.

Oct. 2010 - Jun 2013

PROFESSIONAL EXPERIENCE

- **Sarl FNR AUTOMOTIVE - Administrative Services Coordinator**

Sept 2019 - Ongoing | City Biskra, Algeria.

- **Ensure coordination and information sharing within the team and between related functions.**
- **Preparation of purchase orders, their validations and respecting the sale process.**
- **Manage the documentation of the department**
- **Monitor the point system and prepare reports on hours worked for field teams.**
- **Advise and respond to different customer requests**
- **Monitoring and processing of customer orders**
- **Manage social network**

SKILLS

- Communication skills.
- Ability to work in a team.
- Sense of initiative.
- Problem solving.
- Flexibility
- IT skills.
- Technical skills.
- Translation
- Social media management
- Blogger

HOBBIES

- Sports
- Training
- Cultures
- Write articles, journalism, ..
- Volunteering
- Travel

Sarl Serrauoi Global Building Biskra – Administrative Assistant

Jul. 2018 – Oct. 2018| City Biskra, Algeria.

- Provides telephone reception for customers and suppliers, reception and writing of mail.
- keeps track of orders placed with suppliers: quotes, contracts, delivery notes, invoices and payments.
- personnel management, follow the files of the employees, carry out the declarations and carry out the administrative follow-up.

➤ **Innovex Machine – Commercial Sales Representative**

Aug. 2017 | City Algiers, Algeria.

- Sale and Marketing studies.
- Customer-Supplier Relationship Management.
- Prospecting and Negotiation

➤ **Algerian Insurance Company SAA – Customer Service Representative**

Oct. 2016 – Mar. 2017| City Biskra, Algeria.

- Seek new customers and present them products
- Advise and implement client projects
- Manage customer records
- Make surveys
- Manage problems and transactions

➤ **Office and Internet Services (Djallal Zerarka) – Office Assistant**

Mar. 2016 | City Biskra, Algeria.

- Billing.
- Write academic research papers
- Support for professional correspondence.
- Archiving.
- Customer contacts.
- Sale

LANGUAGES

- ✓ Arabic: Mother tongue
- ✓ English: Fluent
- ✓ French: Advanced

AFFILIATIONS

- ✓ Les Aménageurs Libres,
Biskra, Algeria.

TRAINING

- **Human Resources Development - International Youth Foundation.**

Biskra, Algeria Dec. 2015 - Feb 2016

- **Project Management – ELIP U.S.A Embassy in Algeria.**

Biskra, Algeria Jun. 2018