

Nouradeen Al Sharief

Amman | Jordan

Office Manager | Project Officer | Administration and Finance Officer

Finance | Budgeting | Administrative Assistance | Business Planning | Sales/Marketing | Operating Systems | Operations Management | Bookkeeping | Contract Management | Logistics Management | Procurement | Databases | Personnel Management (HR) | Supply Chain Management | Workflows | Vendor Negotiations | Events Management | Programing | Web Development

Microsoft Office Application | Microsoft Teams | OneDrive | G-Suite | GMAIL | WinPaccs | ZOOM | SAP | Dreamweaver | SPSS | JavaScript | Python | CSS | HTML

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Profile Summary

Talented office manager, project and administration officer with 14 years of experience. Dedicated to working hard to fulfill the goals. Highly experienced in managing schedules, organizing workshops and seminars, assisting in expense management in accordance with the set budget.

Liaising with staff, suppliers and clients for procurement and logistics functions, and maintaining all crucial documentation of work done. Collaborating with team members and project managers to solve issues, devise creative solutions. Goal-driven professional who strives to exceed expectations daily.

Achievements

- Analyzed workplace procedures and introduced a new project management software that decreased average turnaround time by 40%.
- Successfully met all projects deadlines for 6 years in row.
- Organized a bi-weekly meeting with team managers to discuss organizational goals and address challenges, which increased employee satisfaction by 17%.
- Implemented unique communications and outreach initiative, improved ties with agencies and beneficiaries/clients consequently.
- Provided exceptional support to managers and project staff, hence increased the overall efficiency by 30%
- Provided back up support to other projects, which was highly admired by the country office director.

Key Skills

- Sophisticated in Microsoft Office Suite, QuickBooks, Scheduling, Zoom, Inventory management, Budgeting, Reporting, Records management and Mail handling.
- Managed over project manager's schedules, calendars, meetings, and appointments.
- Prowess in delegating tasks, implementing office procedures, and training new hires.
- Ability to manage sensitive and confidential information.
- Financial awareness and ability to manage finances.

Work Experience

Office Manager (Chairman's Office) | Al-Hazaa Investment Group | Amman, Jordan | Nov 2015- Jan 2021

- Launched an exceptional customer service experience, resolved issues and shared benefits of additional services. Recognized for being positive, intuitive, and client-centric.
- Promptly responded to around 80 general telephone and email inquiries per day regarding existing business accounts.
- Orchestrated 150 clients' data quarterly and maintained individual customer service about up-to-date knowledge of account changes, operations, and financial options.
- Designed a portfolio of over 300 business clients.
- Translated all correspondence, MoU, agreements and emails.
- Supervised and managed the social media pages of the group and the its companies.
- Successfully headhunted and recruited over 100 professionals via LinkedIn and alumni databases, ensuring background checks, individual offerings as well as contacting uprising talents.

Project Administration Officer | German Agency for International Cooperation (GIZ) | Amman, Jordan | Jan 2011 – Nov 2015

Major Projects:

- Facilitating Social Participation of Palestinian Refugees (FASPAR)
- Regional Social & Cultural Fund for Palestinian Refugees & Gaza Population Program (RSCF)
- GIZ Country Office Amman (HQ)

- Coordinated executive off-sites, workshops, conferences and other events for up to 300 employees and guests.
- Oversaw all documentation, designed and implemented various documents and business cards, monitored email, and replied on behalf of the project manager.
- Reviewed the classification of all vouchers/receipts according to the project internal control reports.
- Streamlined financial administration, such as recording of cash and receipts preparation in line with GIZ standard procedure.
- Kept complete inventory files in accordance with GIZ rules and regulations.
- Provided professional provision of procurement related services to the projects in line with GIZ standards procedures.
- Prepared contracts for local individuals, consulting firms, construction companies in accordance with GIZ rules and conditions.

Administration and Finance Officer | German Agency for Technical Cooperation (GTZ) | Country Office Amman - Jordan | May 2009 – Dec 2010

- Filed documents in reference files and electronically as per GTZ's filing rules.
- Administered smooth functioning of financial administration, such as recording of cash book, receipts preparation in line with GTZ standard procedures
- Monitored, documented and prepared weekly expense and performance status reports.

- Preparing contracts for local individuals, consulting firms, construction companies above 2500 Euro in accordance with GTZ rules and conditions

Certifications - Trainings

- Creativity and Problem Solving Skills | Metropolitan School of Business and Management | July 2021
- Financial Management Essentials Certificate Program | DisasterReady.org | May 2021
- Introduction to Financial Management | DisasterReady.org | May 2021
- Field Program: Grant Management | Save the Children | Feb 2021
- Field Program: Fundamentals of Financial Management | Save the Children | Feb 2021
- Meeting Skills | KAYA | Feb 2021
- Introduction to International Humanitarian Law (IHL) | ICRC-KAYA | Jan 2021
- SPSS 26 for Beginners | UDEMY | Dec 2020
- 9 Secrets of SEO Writing | UDEMY | Nov 2020
- Active Learning – Using Games in Education | UDEMY | Nov 2020
- Marketing Communication | LinkedIn Learning | Nov 2020
- Strategic Negotiation | LinkedIn Learning | Nov 2020
- Finance for Non-Financial Managers | LinkedIn Learning | Oct 2020
- Creative Thinking | LinkedIn Learning | Oct 2020
- TOEIC (810/990) | AMIDEAST Jordan | Sep 2020
- Humanitarian Context, System, and Standards Course | DisasterReady.org | Jul 2020
- Procurement and Logistics Certificate | DisasterReady.org | Jul 2020
- Professional Development Skills | Edraak.org | Apr 2020

“VISIT [HTTP://CV.NOURADEEN.COM](http://CV.NOURADEEN.COM) FOR A COMPLETE LIST OF CERTIFICATES AND TRAINING”

Education

- **Bachelors of Arts (BA)** | B.A. Degree in German and English | University of Jordan, Amman - Jordan | **2002**
- **MBA (Master of Business Administration)** | University of the People, USA | Undergraduate Student | est. **2023**