

Saif El Din Adel

📍 Mokattam, Cairo | ✉ seif.nabiel9@gmail.com | 🔗 LinkedIn: Saif El Din Adel

Professional Summary

Detail-oriented and organized Admin Specialist with proven experience in office management, HR support, vendor coordination, IT support, and asset tracking. Skilled in streamlining administrative processes, managing employee records, and ensuring smooth day-to-day business operations. Strong background in customer support and sales, bringing excellent communication and problem-solving skills. Adept at using Microsoft Office Suite and CRM tools to enhance efficiency and accuracy.

Professional Experience

HR & Admin Assistant

QHSSE PLATFORM – Cairo, Egypt | 2024 – Present

- Manage daily administrative operations, including vendor and supplier registration, ensuring compliance with company policies.
- Oversee payroll preparation, personnel files, and recruitment documentation, supporting HR processes.
- Track and monitor office inventory and fixed assets (laptops, screens, air conditioners, electronics) with proper documentation.
- Draft and handle official correspondence, reports, and contracts, ensuring professional communication with clients and stakeholders.
- Coordinate with departments to optimize workflows and improve internal communication.
- Assist in policy drafting (attendance, transportation, HR guidelines), ensuring transparency and compliance across the organization.
- Provide basic IT support to employees, including troubleshooting hardware/software issues, email access, and connectivity problems, ensuring uninterrupted workflow.

Customer Service Representative

Concentrix – Cairo, Egypt | 2024

- Delivered frontline support for DiDi clients, handling inquiries, complaints, and service requests across multiple channels.
- Ensured customer satisfaction by resolving issues promptly and escalating complex cases when necessary.
- Accurately logged customer interactions in the CRM system, reducing handling errors.

- Supported sales opportunities by identifying client needs and upselling relevant services.
- Consistently met or exceeded daily KPIs, including call handling time and quality assurance scores.

Digital Marketer (Freelance)

2020 – 2021

- Created and managed social media marketing campaigns, increasing engagement and visibility for small businesses.
- Monitored campaign performance with analytics tools to optimize results and ad spend.
- Designed digital content (ads, posts) aligned with client branding and strategy.
- Responded to messages and comments to improve customer engagement and loyalty.

Sales Associate

Virgin Megastore – KSA | 2016 – 2019

- Assisted customers with product selection, providing detailed explanations and demonstrations.
- Handled after-sales technical support (activations, signal issues, internet troubleshooting).
- Built customer trust through follow-ups, leading to repeat purchases and referrals.
- Contributed to sales growth by cross-selling and upselling complementary products.

Education

Bachelor of Business Administration

Ain Shams University – Cairo, Egypt | 2018 – 2022

Skills

- Office Administration & Operations
- Vendor & Supplier Management
- Payroll & HR Administration
- IT & Employee Support (Basic Troubleshooting)
- Customer Service & Client Support
- Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Organization & Time Management
- Document & Data Management

Languages

- Arabic – Native
- English – Fluent

Courses & Certifications

- Project Management Foundations
- Customer Relationship Management (CRM) Tools
- Microsoft Office Training
- The Complete Digital Marketing Course 12-in-1 (supportive skill)
- Google Ads Certification (supportive skill)