

# SIHAM JEMAL OSMAN

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Date of Birth: 10/02/1997

QID: 29708000160

Nationality: Eritrean

## Professional Summary

A highly motivated and organized professional with over three years of experience in reception, sales, and customer service. Adept at managing administrative tasks, maintaining high standards of customer satisfaction, and thriving in fast-paced environments. Fluent in multiple languages, with strong interpersonal and communication skills.

## Highlights of Qualifications

- Over 3 years of experience in reception, sales, and customer service roles.
- Proven background in administration and sales execution.
- Thrives in high-pressure environments.
- Highly organized, resourceful, trustworthy, and reliable.
- Upholds high standards of integrity, confidentiality, and accountability.
- Committed to maintaining superior customer service and satisfaction.
- Excellent hand-eye coordination.
- Proficient in using various tools and machines.
- Quickly adapts to new tasks and work environments.
- Fast learner who follows instructions well.
- Effective team player and capable of working independently with minimal supervision.
- Focused on safety, quality work, and meeting deadlines with meticulous attention to detail.
- Languages: Fluent in Arabic, English, Tigre, and Tigrinya.

## Professional Experience

### Marketing and Customer Services

Rora General Trading Company, Doha, Qatar

2024 - Present

- Answer and redirect phone calls as necessary.
- Greet, welcome, and direct visitors appropriately.
- Manage daily, weekly, and monthly agendas and arrange new meetings and appointments.
- Prepare and disseminate correspondence, memos, and forms.
- Notify company personnel of visitor arrivals and maintain security and telecommunications systems.

- Provide information to visitors by answering or referring inquiries.

## Customer Services and Reservations

### Marhaba for Tourism and Travel Agency, Eritrea

2022 - 2023

- Answer and redirect phone calls as necessary.
- Handle air ticket and hotel reservations, as well as visa applications for clients.
- Greet, welcome, and direct visitors appropriately.
- Manage daily, weekly, and monthly agendas and arrange new meetings and appointments.
- Prepare and disseminate correspondence, memos, and forms.
- Notify company personnel of visitor arrivals and maintain security and telecommunications systems.
- Provide information to visitors by answering or referring inquiries.

## Education and Training

- **Bachelor of Arts in Sociology and Social Work**, College of Arts and Social Science, Adi-Keih, Eritrea (2020)
- **Certificate in Accounting with Tally and QuickBooks Software**, Online course, London, UK (2023)

## Skills

- Reception and customer service
- Sales execution
- Administrative support
- Scheduling and agenda management
- Correspondence preparation
- Security and telecommunications systems
- Multilingual communication (Arabic, English, Tigre, Tigrinya)
- Quick adaptation to new tasks
- Teamwork and independent work

## Awards and Projects

### Customer Satisfaction Initiative, Marhaba for Tourism and Travel Agency (2022)

- Developed a feedback system to improve service quality, resulting in a 20% increase in customer satisfaction.

### Operational Efficiency Project, Rora General Trading Company (2024)

- Implemented new administrative procedures that reduced process time by 15%.

## Volunteer Experience

**Volunteer Coordinator**, Eritrean Community Center, Doha, Qatar (2021 - Present)

- Organized community events and provided support services to members.

## Hobbies and Interests

- Reading about social sciences and cultural studies
- Traveling and exploring new cultures
- Organizing and participating in local sports events.
- Working with a team towards a common adjective.

## References

Available upon request.