

Alaa Ahmed

Detail-oriented professional with exceptional administrative and communication skills and ability to manage priorities. bringing 4 years of experience and excellent organization skills targeted at ensuring smooth office operations. Seeking to advance my career as an Office Administrator, offering a proven ability to take initiative, and follow-through skills to handle administrative tasks in a professional manner.

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SKILLS

[Executive level administration](#), [Leadership team facilitation](#), [program management](#), [strategic planning](#)

PROJECTS

- Project supervisor - Leader` for the Sudan Vision 2030 project team, context.
- Chairperson at the Happiness council in the (Happiness Initiatives) program.
- Responsible of evaluation and selection of participant in UNDP Global Goals Advocacy Programme.

WORK EXPERIENCE

Management Analyst – International Youth Federation. London, UK

Dec/2019 – Present

- Supports SG/USG/ASG/BOM Director and Senior Management Team (SMT) on all matters of programmatic and operational strategic matters through drafts of analyses, presentations, and well-crafted messages for the day-to-day management, meetings and external contacts.
- Maintain full compliance of administrative activities with the IYF rules, regulations, policies and strategies.
- Support in keeping the maintenance schedule of office activities, meetings and appointments up to date.
- Provide support to administrative procedures related to human resources and performance management; and Support knowledge building and knowledge sharing in the IYF.
- Provision of inputs to the IYF administrative business processes mapping and implementation of the internal standard operating procedures (SOPs).
- Interacts as required with IYF staff, partners, government officials as well as external partners to ensure that senior management is kept abreast of important
- Prepares and/or coordinates preparation of substantive policy briefs, speeches and detailed presentations and other materials as needed for the SMT's internal and external use, in close consultation with IYF senior officials.
- Coordinates and supports senior management in the preparation, conduct, record and follow through of other key internal meetings such as the Executive Board and Regional Directors' meetings, Project Managers' meetings and the All Staff meetings.

Chief of Staff - His Excellency Mr. Saeed Zaki Private Office. Khartoum, Sudan Nov/2019 – Present

- Coordinating the activities of the Private Office as related to the Ambassador's responsibilities and monitoring implementation;
- Maintaining liaison with high-ranking representatives of Government officials, as well as other international organizations and external partners on substantive joint agendas;
- Conducting relevant research and preparing background papers/information on matters of concern to the Office;
- Formulating and implementing the work programme of the Office, determining priorities and monitoring progress;
- Overseeing the preparation of the budget and processing of human resources matters;
- Oversee safety and security issues relating to the Ambassador and staff; Advise the Ambassador on protocol requirements as needed.

Office Administrator – Sudanese Medical Agencies. Khartoum, Sudan April/2019 - Oct/2019

- Coordinate office activities and operations to secure efficiency and compliance to company policies
- Supervise administrative staff and divide responsibilities to ensure performance
- Manage agendas/travel arrangements/appointments etc. for the upper management
- Manage phone calls and correspondence (e-mail, letters, packages etc.)
- Support budgeting and bookkeeping procedures
- Create and update records and databases with personnel, financial and other data
- Track stocks of office supplies and place orders when necessary
- Submit timely reports and prepare presentations/proposals as assigned
- Assist colleagues whenever necessary

Class Teacher – Avinash Academy. Khartoum, Sudan Aug/2018 – Nov/2018

Responsible for the reception (KG2) class and a science and crafts teacher

- Assist in designing a complete teaching plan
- Follow the teaching plan
- Teach alphabet and numbers
- Teach personal, social and emotional skills
- Use and organize learning material and resources
- Use songs, stories and games to motivate children to participate
- Regularly communicate with parents
- Evaluate children's performance and progress, determine children that need extra work

**Personal Assistant/Office Manager – Elmehad International Company, Khartoum, Sudan
Aug/2017 – Nov/2017**

- organizing meetings and managing databases, company events or conferences
- booking transport and accommodation
- dealing with correspondence, complaints and queries
- preparing letters, presentations and reports
- implementing and maintaining procedures/office administrative systems
- delegating tasks to junior employees
- assisting the organization's HR function by keeping personnel records up to date, arranging interviews and so on.

**Office Manager-(Youth Leadership Development Program)- His Excellency Mr. Saeed Zaki Private Office.
Khartoum, Sudan Jul/2017 – Aug/2017**

- Assist the Ambassador with his daily schedule and duties, to include managing office
- calendar, commitments, and travel arrangements (planning itineraries, developing agendas and meeting materials, reporting expenses, etc.).
- Provide general administrative support to the Private Office.
- Maintaining paper and online records and defining procedures for their retention, protection, retrieval, transfer and disposal.
- Arranging meetings and conference calls (including coordinating all meeting logistics, developing agendas and meeting materials, etc.).
- Drafting correspondence and presentations.
- Recording, transcribing, and distributing notes/minutes of meetings; and Providing support to staff as needed.
- Conducting background checks on potential new staff, vendors and partners.
- Maintaining human resources files in accordance with regulations, and established standards.

**Office Manager and Indoor Sales Department- C&S Motor Services - Khartoum, Sudan
Apr/2016– Jun/2017**

- Carrying out administrative duties such as answering phone calls, responding to emails, and preparing documents, including office correspondence, memos, resumes, and presentations.
- Coordinating and managing appointments, meetings, and the conference room schedule in order to prevent duplicate bookings.
- Maintaining general office files, including job files, vendor files, and other files related to the company's operations.
- Purchasing office supplies, equipment, and furniture.
- answering customers questions, resolving problems, informing customers about product availability and product prices.
- conducts outbound calls, to identify prospective customers.
- contacting people who may not know about company products to see if they are interested in purchasing the products
- generate a list of potential customers using leads from existing customers, business directories and trade shows.

**Office Manager and Sales Consultant- Al Fatak Company for Cleaning Products. Khartoum, Sudan
Nov/2015- Apr/2016**

- Ordering office supplies, keeping track with importing needed products for the factory.
- Performing bookkeeping tasks such as invoicing, monitoring accounts receivable, and budget tracking.
- Developing and implementing new administrative systems
- Setting up appointments, conferences and managing meeting rooms and Managing office expenditure and budgets
- Taking some accounting responsibilities

Personal Assistant – Ribat National University, Nursing College Dean Oct/2012- Dec/2014

- devising/maintaining office systems, including data management and filing arranging travel, visas and accommodation, and occasionally travelling with the manager to take notes or dictation at meetings or to

- screening phone calls, enquiries and requests, and handling them when appropriate
- dealing with incoming email, faxes and post, often corresponding on behalf of the manager
- producing documents, briefing papers, reports and presentations
- organizing and attending meetings and ensuring the manager is well prepared for meetings.

EDUCATION

Masters of Business Administration

Sudan International University - Khartoum, Sudan | 2019- still studying

Bachelor in Economics & Financial Institutions

Ribat National University - Khartoum, Sudan | 2011-2015

LANGUAGES

Arabic (Fluent/mother tongue)

English (Fluent)