

ORWA ZUGHAIBI

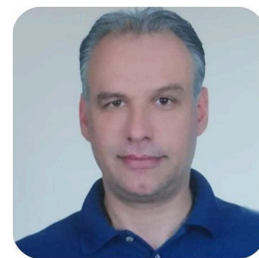
ADMINISTRATION \ BANKING \ PROJECTS MANAGER

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UAE



SUMMARY

Experienced Administration, Banking, and Projects Manager with over two decades of expertise in financial management, customs coordination, and operational leadership. Proven track record in enhancing financial returns, streamlining processes, and fostering strong client relationships. Adept at managing diverse teams, coordinating complex logistics, and ensuring compliance with regulatory standards. Possesses a robust background in various industries, including hospitality, maritime services, and banking. Fluent in Arabic and English, with a strong commitment to continuous professional development and a passion for driving business growth and operational excellence.

EXPERIENCE

2021 - Present

Erbil

Accounts Manager

La Roche Hotel

- General management of hotel business operations
- Financial management aimed at improving the financial return for hotel investments
- Oversee budgeting, forecasting, and financial reporting
- Implement cost-saving measures and revenue enhancement strategies
- Manage accounts payable and receivable
- Coordinate with various departments to ensure financial integrity and compliance
- Develop and maintain relationships with key stakeholders and investors

2008 - 2021

Syria

Customs Clearance Coordinator

Skyomar Maritime Services

- Executed tasks as per the operations department requirements
- Maintained registers and reports for import and export operations
- Operated Easy Freight and invoicing systems
- Data entry for import and export shipments
- Handled corporate clients and accounts
- Managed daily and monthly invoicing to clients
- Coordinated with customs and port authorities
- Liaised with carriers and shipping agents
- Organized land transportation for inbound and outbound shipments
- Facilitated shipment status updates to customers
- Maintained customer feedback and relationships to build future business

2009 - 2021

Free Zone Branch, Syria

Bank Teller and ATM Custodian

Commercial Bank Of Syria

- Processed all cash counter transactions accurately and efficiently. Handled customer requests and reported issues to the Head Teller/Operation Supervisor. Performed ATM functions and reported malfunctions for repairs and maintenance
- Ensured compliance with the bank's clean desk policy
- Conducted health and safety checks
- Addressed customer queries and complaints
- Coordinated with other branches for knowledge sharing and promotional activities
- Ensured branch compliance with audit and regulatory procedures
- Worked on business growth and customer acquisition

2005 - 2008

Syria

Warehouse Supervisor

Abu Khashbah for Wood Trading

- Supervised warehouse staff and daily activities
- Managed and reported on warehouse productivity
- Coordinated receipt, storage, and timely delivery of goods
- Ordered supplies and maintained inventory levels
- Performed daily inspections of the warehouse grounds
- Coordinated and maintained fleets and equipment
- Communicated with other departments and customers

EXPERIENCE

2002 - 2005

Syria

Assistant Manager

Wood Factory

- Managed woodwork projects
- Coordinated with factories for wood decorations abroad
- Prepared and imported orders according to project needs
- Managed financial accounts for decoration projects

2000 - 2002

Syria

Wood Decorator

Zenobia Decoration Company

- Detailed wood panels
- Installed wooden decorations as per requests
- Designed wooden decorations

EDUCATION

2001 - 2006

Lattakia Syria

Bachelor's Degree in Business Administration

Tishreen University

2023

Erbil

Professional Diploma in Financial Accounting

Oxford International College Of Economic Science

SKILLS

ATM Operations	Export & Import Trade	Cash & Cheque Handling	Retail & Sales	Logistics & Shipping
Exchange & Foreign Currency	Store and Warehouse Management	Remittances & Transfers		
Financial Reporting and Analysis	Budgeting and Forecasting	Customs Documentation	Administration	Leadership
Planning	Work Under Pressure	Problem Solving	Teamwork	Organizing & Coordinating
Customer Relations				
Communication	Negotiation	Microsoft Office Suite	Freight and Invoicing Systems	Banking Software
Warehouse Management Systems				

LANGUAGES

Arabic
Native




English
Proficient



PASSIONS

 Health

 Travel

 Trade and Economy