



MAIKEL GHATTAS

CONTACT

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Age: 28y

Additional Information

Emirates ID: Expire on March/2027

Able to Participate: Immediately

The Date to Arrive in Dubai: Nov/2024

SUMMARY

Dynamic Office Manager with over five years of experience in document clearance and customer service, driving efficiency and compliance in high-stakes environments. Expertise lies in managing complex administrative tasks, enhancing client engagement, and ensuring seamless operations across various governmental platforms. Proven ability to foster strong communication and teamwork, contributing to a positive workplace atmosphere. Committed to delivering exceptional service and maintaining meticulous financial records, ready to bring organizational skills to a new role in office management.

EDUCATION

Egypt

Bachelor's Degree in Management & Information Systems

Higher Institute for Advanced Studies

Graduated: 2023

EXPERIENCE

Alwaad Althahabi L.L.C Document Clearing Services

Dubai, UAE

Office Manager

2024 – Present

- Improved front desk operations and enhanced customer experience by welcoming and assisting over 100 walk-in clients monthly, reducing wait times by 30%.
- Closed end-of-day financial reports and submitted reconciled summaries to management, maintaining transparency and accountability across operations - Delivered clear and professional communication to both Arabic and English-speaking clients, resolving inquiries and guiding them through complex UAE government procedures.
- Oversaw all front desk accounting tasks, including daily cash handling, receipt issuance, POS payments, and maintaining a precise cash log with zero discrepancies.
- Managed full-cycle government applications including Emirates IDs, visas, entry permits, cancellations, and status changes via GDRFA, ICP, and MOHRE with 100% accuracy.
- Standardized DED workflows for license renewals, amendments, and new setups, successfully decreasing rejection rates and processing delays.
- Proactively followed up with government entities to resolve over 90% of rejected or delayed transactions, ensuring smooth client service and faster case closure.
- Created, translated, and submitted 500+ official documents such as NOCs, labor contracts, tenancy agreements, and declarations, accelerating approval timelines and improving documentation quality.
- Supervised and trained 3 junior staff members on reception etiquette, government system usage, and financial handling procedures, resulting in improved team performance and customer satisfaction.
- Oversaw all front desk accounting tasks, including daily cash handling, receipt issuance, POS payments, and maintaining a precise cash log with zero discrepancies.
- Executed online payments and coordinated bank deposits for daily collections, ensuring on-time fund transfers and full alignment with internal financial procedures.
- Closed end-of-day financial reports and submitted reconciled summaries to management, maintaining, transparency and accountability across operations.

Egyptian Armed Forces

Egypt

IT Help Desk

2023 – 2024

- Installed and maintained secure communication infrastructure for a newly launched government facility, ensuring 100% operational readiness.
- Managed network cabling, switch installations, and system configuration with zero post-launch failures or downtimes.
- Led documentation and secure report handling across multiple departments, improving efficiency and information flow.
- Earned two promotions and five official commendations in under one year for outstanding technical performance and discipline.

Tesla Pharma

Egypt

Telesales

2021 – 2023

- Maintained and updated detailed client records, ensuring accuracy and timely reporting to optimize sales and delivery processes.
- Developed strong client relationships through proactive communication and personalized follow-ups, contributing to increased customer retention.
- Collaborated with the sales team to identify and pursue new business opportunities, supporting a steady growth in monthly sales targets.
- Awarded "Employee of the Year" for consistently exceeding performance metrics and demonstrating exceptional dedication to team goals.

SoHo Square Hotel
IT Technician SUPPORT**Egypt**

2018 – 2019

- Delivered prompt technical support for hotel IT infrastructure, ensuring minimal downtime and continuous operation of reservation systems.
- Installed and maintained surveillance cameras and access control systems to enhance security and operational safety across the facility.
- Trained hotel staff on IT system usage and troubleshooting basics, improving overall tech competency within the team.
- Assisted in software upgrades and hardware maintenance, contributing to improved system performance and guest satisfaction.

Language

- Arabic: *(Native)*
- English: *(Excellent)*

SKILLS

- Fast and accurate Arabic & English typing
- Expert in GDRFA, ICP, MOHRE, and DED systems
- Strong knowledge of UAE immigration and labor procedures
- Excellent communication and customer service skills
- Document preparation: NOCs, contracts, declarations
- Microsoft Office (Word, Excel), printing and scanning tools
- Time management and task prioritization

Achievements & CERTIFICATIONS

- Employee of the Month for *(Jan 2021)* & *(Feb-2021)* – Tesla Pharma
- 5 Achievement Awards – Egyptian Armed Forces
- Promoted twice – Egyptian Armed Forces
- IT Certifications in Networking and System Support – SoHo Egypt.

References

Contact: Officemate {Princess Mary Jorgen 05 408 8939}