

Mai Adnan



United Arab Emirates

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PERSONAL SUMMARY

I'm a responsible and committed Reporter, with an experience in writing and editing news. I have photographing, film making and Critical writing skills. A quick learner who can absorb new ideas. An action-oriented person with strong ability to communicate clearly and effectively. Experienced in managing teams, content creating operations, account management , technology and social media.

- ⇒ **Certified with LEAN SIX SIGMA black belt from ANEXAS EUROPE-2021.**
- ⇒ **Certified with become a product manager course by Cole Mercer and Evan Kimbrell-2021.**
- ⇒ **I worked as an HR since Nov.2019 ending with being the operations manager on June 2020 till moment.**
- ⇒ **I spent 2 years of my real career life with working as an administrative supervisor at a highly recommended medical center in Alain city- UAE . which covers dental, gynecology, dermatology and cosmetics,**
- ⇒ **Supervising and operations managing indulged my work experience at many fields of medical public relations, insurance , billing, data flow, social media productions, problem solutions and teams leading .**

Objective

To always be a productive part of a well-reputed organizations, working in a dynamic atmosphere so I can prove myself and push others to be an asset for the company in achieving its objectives.

<u>Education</u>	
Yarmouk University	Faculty of mass communication B. A. in Radio and TV Sep 2011- Feb 2016
Al Muraijib secondary school	Al Ain , United Arab Emirates 2009-2011

Experiences: -

- **Human resources officer**
(Concrete Studio)
A creative social media content
creating company

Duties:

- Payroll duties.
- Assist employees with **HR** related queries and requests.
- Advise the Manager regarding all matters that involve conflict between employees.
- Worked to improve communication, cooperation and planning with the employees and clients.

November 2019/June 2020

- **Account and Operations Manager**
(Concrete Studio ae)
<https://www.instagram.com/concretestudioae/>

A creative social media content
creating company

Duties:

- Strategic planning to keep the dynamic flow of operations.
- Managing daily **operations** of all departments to keep the work flow on track; such as leading the customer services team, directing Montage department, directing Graphic design departments and also social media management department.
- Ending and giving the final call to the sales team deals. .
- Ensuring that **media** broadcasts and deliverables are meeting the established **company** and **client's** objectives.
- Developing work flow strategies specially about content deliverables.
- Providing input to strategic decisions about employee's payrolls.
- Providing input to strategic decisions about budgets and costs.
- Solving daily issues with customers and clients.
- Reports to top management.
- Managing social media team and caption creation services along with the creative director

June 2020/ Till moment

- **Administrator supervisor**
(Arabian specialist medical center)

Duties:

Administrator supervisor

- Choose and train the receptionists staff.
- Daily; Look after their done duties .
- To arrange all related issues of reception (vacations, short leaves and do problems solving).
- To give, hear suggestions and improve reception, centers social media and marketing services.
- **Checking billing and approvals (insurance companies)**
- **Contact and solve insurance companies and coders if there is any approvals issues**
- Supervising administrative matters like (consents translating and issues, data flows , events participating , complains and compliments).

<p>Co-director/cameraman 2012-2015</p> <ul style="list-style-type: none"> • <u>SKILLS</u> • <u>Trainings and international certificates</u> • <u>Profile information</u> 	<ul style="list-style-type: none"> • Writing scenarios or being a part of a group who's writing a specific one. • Co-Director • Filming or working as a 1st assistant camera. <p>Proficient user of:</p> <ul style="list-style-type: none"> • Photography and Filming • MS Power Point • MS Windows XP (Operating System) • MS Word • MS Excel <p>More than 10 certificates in different management and media fields available upon request.</p> <p>Latest:</p> <p>LEAN SIX SIGMA black belt from ANEXAS EUROPE.</p> <ul style="list-style-type: none"> • Nationality: Jordanian <ul style="list-style-type: none"> • Date of birth :16th-Sep-1993 • FluentLanguages: Arabic-English
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