

Mohamad Shami

Administration Manager

0096178939996

mohammed_chami@hotmail.com

[Linkedin.com/in/mohamad-al-shami-895b4019b](https://www.linkedin.com/in/mohamad-al-shami-895b4019b)

SUMMARY

A highly skilled Administration Manager with over 5 years of experience in optimizing office operations, leading teams, and enhancing administrative processes. Proven expertise in managing and training teams, successfully leading a group of 3 administrative assistants to improve office efficiency by 170%, and consistently ensuring high client satisfaction with a 99% success rate. Adept at designing and implementing streamlined workflows, saving 12 staff hours weekly, and reducing procurement costs by 19%. Demonstrated ability to manage reception areas and deliver exceptional customer service. Strong proficiency in organizing meetings, maintaining schedules, and optimizing procurement processes with a 99% on-time delivery rate. Highly organized with a focus on operational excellence, data security, and process improvement, seeking to apply my expertise to drive further administrative efficiencies in a dynamic organization.

PROFESSIONAL EXPERIENCE

Administration Manager

Mar 2022 – Present

EduFinlandia, Lebanon

- Managed and trained a team of 3 administrative assistants, achieving optimal office efficiency and productivity.
- Developed and implemented a process to onboard 40 new clients each quarter, achieving a 99% satisfaction rate.
- Designed and implemented a new workflow process, increasing task throughput by 170% for 63 routine tasks.
- Tracked and optimized procurement processes, achieving 19% cost savings and reducing order fulfillment time.
- Implemented a new document management system, improving accessibility and saving 12 staff hours weekly.
- Ordered, organized, and maintained office supplies inventory, reducing stock depletion occurrences by 85%.
- Managed and oversaw a reception area, greeting 200+ visitors monthly and providing excellent customer service.

Administration Specialist

Jul 2019 – Feb 2022

EduFinlandia, Lebanon

- Managed a calendar for a team of 8, scheduling 260+ meetings per month with a 97% on-time attendance rate.
- Organized and maintained confidential files, ensuring 100% compliance with data security protocols and policies.
- Optimized travel arrangements and streamlined the travel booking process through efficient itinerary planning.
- Assisted in the preparation of monthly financial reports, leading to a 20% reduction in unnecessary expenses.
- Managed a database of 150+ vendor contacts, ensuring timely procurement and a 99% on-time delivery rate.
- Oversaw the maintenance of office assets, ensuring 100% availability and extending the lifespan of equipment.

EDUCATION

Bachelor's Degree in Business Management

Sep 2017 – July 2021

Lebanese International University

CERTIFICATES & TRAININGS

- Payroll System Certificate by Practical Accounting Academy
- Human Resource Management Certificate by UniAthena
- Accounting and Stock Software Certificate by PATC

OTHER SKILLS

- Highly proficient in Oracle, Jira, Gitlab, Atlassian software
- Azure
- SQL databases
- ERP systems
- CRM software
- CAD
- Procurement software
- Microsoft Office Applications
- Adobe applications
- Google Workspace tools

LANGUAGES

- Arabic (Native)
- English (Fluent)
- French (Fluent)