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### Career Objective:

A position in Administration and Human Resources field where I can utilize proven people-oriented skills to develop and promote a positive work environment and utilize my extensive office management, and communication skills to benefit the organization.

### Education and Qualifications:

- Ain Shams University, Al-Alsun, Japanese Department (٢٠٠٦-٢٠١٠), V. Good, ٢٠١٠.
- Japan Foundation Japanese-Language Institute, Urawa (٦ weeks' scholarship) January ٢٠٠٩ – February ٢٠٠٩
- Graduation project's Theme: Honorific Language In Japanese (General Information And The problems that Al Alsun's Japanese Department's students face while using it)

### Work Experience:

- **Nissan Motor Egypt, ٦<sup>th</sup> October city, Giza**
  - HR Operation & Executive Assistant (March ٢٠٢٠ – Present)
  - Administration Specialist & Executive Assistant to Manufacturing, Marketing & sales Director (February ٢٠١٦ – February ٢٠٢٠)



#### Job role:

١. Handle the requests of expats and Manufacturing Managing Director (domestic trips, abroad trips "holidays" business trips, home leave, personal assistance "arranging doctor visits, going with the expats & interpreting when needed".)
٢. Handle external visits to Nissan from other Nissan sites (Meet & assist service, transportation, hotel booking, sightseeing, etc.).
٣. Coordinate expats' transportation on weekly basis.
٤. Follow up regarding inquiries from suppliers about invoices payment due dates and communicating with finance team to finalize the payments.
٥. Prepare monthly meeting schedule for Manufacturing and manage Manufacturing Managing Director's calendar.
٦. Consolidate data for manufacturing weekly reports from each function to review with the Alliance Production Way (APW) Manager and send the final version to the concerned department.
٧. Interpret from Japanese to English, Arabic & vice versa.
٨. Prepares or updates employment records related to hiring, transferring, promoting, and terminating.
٩. Maintains HR information system records and compiles reports from the database.
١٠. Data gathering and record keeping for all Employees.
١١. Dealing with social insurance regulation, rules And policies
١٢. Preparing and reviewing employee contracts

- **Japan International Cooperation Agency (JICA), Grand Egyptian Museum, Conservation Centre**  
Training officer (January ٢٠١٥ – January ٢٠١٦)



**Job role:**

١. Prepare & Conduct Training Courses by assisting the experts on conservation fields with preparations for training courses, in accordance with the established procedures, such as purchase items to be used in training courses, arrange places for training courses, coordinate with Egyptian counterparts, prepare texts, etc.
٢. Act as an interpreter/translator when needed.
٣. Assist with regular works of the experts in conservation field, in accordance with established procedures.
٤. Assist with administrative affairs such as maintenance of items and documents, contact with Egyptian counterparts, etc.
٥. Translation (Japanese ⇔ Arabic ⇔ English). This includes: translating official documents, newspaper, and some other papers related to conservation field in cooperation with the experts.

- **Vodafone UK**  
Technical and Customer Service Advisor (April ٢٠١٤ – December ٢٠١٤)



**Job role:**

Handle customers' inquiries and complaints, also handle technical issues for the customers (Issues in devices, network issues).

- **CIB Bank, Egypt**  
Customer service representative (July ٢٠١٣ – April ٢٠١٤)



**Job role:**

١. Handle customers' inquiries and complaints regarding credit cards, cards, accounts.
٢. Help customer to activate their debit and credit cards and assigning cards delivery requests and complaints.

- **Etisalat Emirates, project in Egypt**  
Technical support (January ٢٠١٣-April ٢٠١٣)



**Job role:**

Handle customers' inquiries and complaints regarding basic technical issues, billing issues, complaints and various Etisalat packages.

- **Sumitomo Electric Wiring Systems, Port-Said**  
Japanese translator and interpreter (October ٢٠١٠ – November ٢٠١٢)



**Job role:**

Work as a Japanese translator and interpreter in both wire harness and cable divisions.

**Internship:**

- **Egypt Air's Karnak tourism company** (Training in the Far East Department)  
Operator (July ٢٠٠٨ - August ٢٠٠٨)

As an operator I got the chance to communicate with new people with new cultures. This helped in improving my communication skills. I also learned how to work in a group where each one knows his role. I also learned how to be a responsible person who is able to do his job and solving problems.

**Computer Skills:**

- Advanced User with MS Office (Word, Excel, and PowerPoint).

**Language Skills:**

- Arabic: Native
- English: Very good (Writing, Reading, Speaking and Listening).
- Japanese: Very good (Writing, Reading, Speaking and Listening).

**Personal Skills:**

- Communication
- Creativity
- Innovation
- Working Under pressure
- Complex Problem Solver
- Have the ability to learn any new skills & knowledge, and implement it on my roles.

**General Knowledge:**

- Health & Safety.
- Quality of automotive wires and wire harness.
- Manufacturing procedures of some types of automotive wires and wire harness.

**Interests and Activities:**

- Surf the internet.
- Reading, listen to music, walk and travel.

**Personal Data:**

Date of Birth: ١١/٠٤/١٩٨٩

Nationality: Egyptian

Marital Status: Married

Military Status: Postponed