



SAFAA EL HAMDI

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OBJECTIVE

Results-driven professional with an MBA in Project Management and a Master's degree in International Business Management, complemented by nine years of experience in project management, sales, and business operations. Seeking a Project Manager or Project Coordinator role to utilize my expertise in managing project lifecycles, stakeholder communication, and risk management to drive successful project outcomes.

Education

- **MBA, Master Business Administration, concentration Project Management**
UQO, Canada, Current
- **Master in International Business Management**
Jean Moulin 3 University, France 2012.

Work Experience

Broker Insurance | Orbit, Ottawa, ON

Nov.2023- Current

- Addressing customer inquiries, solving problems and providing product information.
- Adhere to company policies and scripts to consistently achieve call-time and quality standards

Specialist, Sales and customer service | Belairdirect, Ottawa, ON

Jan. 2023 – NOV 2023

- Delivered comprehensive insurance solutions, including quotes and policy details, while negotiating terms and fostering customer loyalty.

Project Manager | Coin de fete, Morocco

SEP. 2019 – AUG. 2022

- Directed project planning, execution and delivery ensuring alignment with client objectives and company goals.
- Managed project scope, schedules and budgets while adapting to changing requirements and mitigating risks.
- Facilitated communication between stakeholders, maintained strong client relationships, and provided regular project updates.
- Conducted competitive analysis and implemented strategies to enhance project efficiency and effectiveness.
- Prepared and reviewed contract deliverables to ensure compliance and quality

Sales executive | Dimatit, Morocco

SEPT. 2013 – JAN. 2018

- Led efforts to acquire new business and managed client accounts to drive revenue growth.
- Negotiated contracts, prepared proposals, and handled responses to tenders.
- Fostered strong client relationships and provided tailored solutions to meet their needs.

Management control | Dimatit, Morocco

JAN. 2018 – NOV. 2018

- Developed and monitored financial reports, including turnover and consumption tables, to support strategic decision-making
- Implemented cost control measures and ensures adherence to manufacturing standards.

Event planner | Palais des congrés le Grand Mogador Agdal 5*, Morocco

SEP. 2012 – SEP 2013

- Coordinated all aspects of event planning, from initial consultation through to final execution and payment.
- Prospected for secured new corporate clients, ensuring a seamless event experience.



Skills & competencies

- Project Management and coordination
- Budget Management
- Project delivery and execution
- Risk Management and mitigation
- Stakeholder communication and coordination
- Scheduling and Timeline Management
- Sales and client Relations
- Quality control
- Conflict Resolution and Negotiation
- Communication and Presentation skills
- Leadership and Team Management
- Active Listening
- Adaptability and Flexibility
- Problem solving and Critical Thinking
- Goal determined
- Time Management
- Trilingual (French, English and Arabic)



Certifications

- PMP - In progress
- Personal- Lines damage Insurance Broker Certificate AMF, April 2023

