

AMR ZIDAN

ADMINISTRATIVE ASSISTANT | DOCUMENT CONTROLLER | EXECUTIVE SECRETARY

Riyadh, Saudi Arabia | +966 566 378 060 | amr.msz2015@gmail.com | [in/amrzidan10](https://www.linkedin.com/in/amrzidan10)

Professional Summary

Experienced **Document Controller**, **Executive Secretary**, **Project Coordinator** and **Administrative Assistant** with a strong background in document management, administrative support, and workflow coordination. Proven expertise in handling **construction** and **IT projects**, ensuring efficiency and compliance in document processing and organizational tasks.

Extensive knowledge in IT support and network administration, complemented by proficiency in Microsoft Office, SharePoint, SAP, and AI-powered tools. Skilled in preparing professional reports, presentations, diagrams, and visualizations, delivering high-quality documentation with accuracy and professionalism.

Committed to continuous learning, holding multiple certifications in IT, cybersecurity, administrative management, and quality control. A detail-oriented professional dedicated to maintaining excellence and precision in all tasks.

Technical Skills

- **Document Management Systems:** Microsoft SharePoint, Aconex, SAP, Electronic Document Management Systems (EDMS).
- **Productivity Tools:** Microsoft Office Suite (Excel, Word, PowerPoint), SAP Ariba, ClickUp, Canva.
- **AI Tools:** ChatGPT, Gemini and DeepSeek.
- **Project Management:** ClickUp (Certified), workflow streamlining, timeline tracking.
- **Networking:** MikroTik routers, VPN configuration, network monitoring, hardware troubleshooting.
- **Cloud Computing:** Basic knowledge (certified via "Learn Cloud Computing from Scratch").

Soft Skills

- **Communication:**
 - Fluent in Arabic, English, and know Chinese (written and verbal).
 - Liaised between executives, vendors, and cross-functional teams.
- **Organization:**
 - Meticulous record-keeping for documents, budgets, and project timelines.
 - Streamlined workflows using **SharePoint**, **ClickUp**, and **Aconex**.
 - Prioritized tasks and managed calendars for executives.
- **Problem-Solving:**
 - Proactively identified delays in document submissions and resolved conflicts.
 - Troubleshoot IT hardware/software issues and network configurations.
- **Team Collaboration:**
 - Coordinated with engineers, vendors, and stakeholders across projects.
 - Trained employees on network systems and tools.
- **Adaptability:**
 - Transitioned seamlessly between IT, construction, and administrative roles.
 - Learned new tools (ChatGPT, Gemini) and earned certifications (Cybersecurity, Cloud).
- **Attention to Detail:**
 - Ensured accuracy in document formatting, compliance (ISO 9001), and data entry.
 - Maintained confidentiality for sensitive executive communications.
- **Time Management:**
 - Balanced urgent tasks, deadlines, and multitasking in fast-paced environments.
- **Ethical Integrity:**
 - Handled confidential data and executive correspondence with discretion.

Professional Experience

CIO Assistant FNRCO Group

Jan 2024 - Present

- **Provide Administrative Support:** Assist the Chief Information Officer (CIO) and IT department with day-to-day administrative tasks to ensure smooth operations.
- **Calendar Management:** Manage the CIO's calendar, schedule meetings, and handle correspondence effectively.
- **Report and Presentation Preparation:** Prepare reports, presentations, and charts as required by the CIO.
- **Meeting Coordination:** Coordinate and facilitate meetings, ensuring agendas are prepared, minutes are recorded, and action points are tracked.
- **Project Assistance:** Support IT project management by tracking timelines, organizing documentation, and ensuring timely follow-ups.
- **General IT Support:** Perform additional tasks as assigned, contributing to the overall efficiency of the IT department.
- **Project Tracking:** Assist in tracking IT project timelines and deliverables through platforms like ClickUp, ensuring timely updates and follow-through.
- **Point of Contact:** Act as the primary point of contact between the CIO and internal/external stakeholders.
- **Internal Requests Follow-Up:** Monitor and complete internal company requests related to the CIO, ensuring timely execution.
- **Supplies and Resource Management:** Request necessary supplies and manage resources efficiently based on department needs.

Vendor Management Coordinator FNRCO Group

Sep 2023 – Dec 2023

- **Vendor Onboarding:** Manage the registration and qualification of vendors, ensuring compliance with legal and operational standards.
- **Database Management:** Maintain and update vendor records, ensuring all documentation is accurate and up to date.
- **Bidding Process:** Oversee the bidding process for HR services, issuing RFPs and evaluating proposals to select suitable vendors.
- **Vendor Communication:** Serve as the primary contact for vendors, addressing queries and coordinating throughout the registration and bidding stages.
- **Contract & Compliance:** Ensure vendor contracts meet legal and compliance requirements, and assist with performance reviews.
- **Cost Control:** Support negotiations and budget management, identifying cost-effective vendor solutions.
- **Reporting:** Prepare reports on vendor activities, bidding outcomes, and compliance with company standards.

Document Controller CSCEC Egypt – CBD Project, New Capital City, Egypt.

Apr 2023 – Sep 2023

- Managed and maintained all project-related documents, ensuring proper storage, retrieval, and accessibility.
- Developed and implemented document control procedures in line with company policies.
- Reviewed, verified, and archived technical drawings, contracts, and other important documents.
- Ensured document compliance with industry standards and project requirements.
- Coordinated with project managers, engineers, and other stakeholders for document submissions and approvals.
- Distributed controlled documents to internal and external teams while maintaining accurate logs.
- Regularly updated document registers, ensuring all records are up-to-date and accessible.
- Handled sensitive and confidential project information, ensuring the security of documents.
- Assisted in audits and ensured document control processes were followed throughout the project lifecycle.

Document Controller

Jan 2021 - Jan 2022

El Soadaa Group – Knowledge City Project, New Capital City, Egypt.

- Create daily reports for deliveries available in the site and agree on delivery dates.
- Sorting, logging, distributing, filing, and scanning all incoming and outgoing correspondences.
- Record all approved documents received from the project consultant and distribute them to the engineers.
- Developing and maintaining an electronic archive of all documents by entity and nature of the document.
- Maintaining hardcopy for public access and use.
- Coding, filling, and retrieving all incoming project correspondence and documents.
- Generating reports by nature of documents.
- Alerting the T.O Manager and the Team of any delays regarding the documents.

Mikrotik Network Specialist

2014 – 2017

Mikrotik Group · Self-employed – Bani Suwayf, Egypt – Part Time.

- Configured and managed Mikrotik routers and switches for enterprise and service provider networks.
- Designed and implemented network infrastructure using Mikrotik hardware, including routing, switching, and wireless solutions.
- Developed and maintained VPNs, VLANs, and firewall rules to ensure secure and efficient network operations.
- Monitored network performance and troubleshoot issues using Mikrotik RouterOS tools such as Winbox, The Dude, and command-line interface (CLI).
- Provided support and maintenance for network systems, ensuring high availability and minimal downtime.
- Implemented QoS (Quality of Service) policies to manage and prioritize traffic for improved network performance.
- Maintained network security through firewall configuration, traffic filtering, and monitoring of potential threats.
- Provided training and guidance to junior network administrators on Mikrotik technologies and networking best practices.

Education

Bachelor's Degree of Arts: Chinese Language Department and Studied English as a Second Language

2021

Ain Shams University – Cairo, Egypt.

Grade: Very Good

Certifications

- Quality Management System ISO 9001:2015 (TUV Limited)
- Certified Professional Document Controller (CAMTECH)
- International Computer Driving License (ICDL)
- Building Dashboard Using Excel (Edraak)
- Email Etiquette (Udemy)
- Business Management Awareness Course (Oxford Business College UK)
- Microsoft Excel Advanced Excel Formulas (Udemy)
- Learn Cloud Computing from Scratch (Udemy)
- Information Security Fundamentals (Udemy)
- Cybersecurity For All (MCIT)
- Professional Diploma of the Executive Assistant (Udemy)
- IT & Cyber Security 101 - Cyber Security for Beginners
- ClickUp Novice Certificate
- Cybersecurity Essentials Training (Nesma & Partners)
- Business & Digital Transformation (Nesma & Partners)
- Microsoft Azure Fundamentals (AZ-900) Cert Prep: 1 Cloud Concepts (Udemy)
- Digital marketing (Unihance)

Languages

Arabic: Native

English: Excellent (B2)

Chinese: Good (A2)

Key Projects

Construction Industry

- **Knowledge City Project – New Administrative Capital, Cairo, Egypt**

Worked as a **Document Controller** in the Technical Office, supporting the development of the Knowledge City—an advanced technological zone aimed at positioning Egypt as a regional leader in education and innovation. Responsibilities included managing technical documents, ensuring version control, and coordinating between engineering, design, and vendor teams to maintain compliance with project timelines and specifications.

- **Central Business District (CBD) Project – New Administrative Capital, Cairo, Egypt**

Worked within the Technical Office as a **Document Controller** on one of Egypt's flagship construction initiatives, featuring the Iconic Tower and multiple high-rise buildings. Duties included organizing and maintaining construction drawings and correspondence, coordinating submittals, and ensuring accurate document flow between consultants, contractors, and management teams.

Information Technology Industry

- **IT Solutions Delivery for Confidential KSA Government Entity**

Successfully delivered end-to-end IT solutions through the Etimad Government Procurement Portal, ensuring full compliance with public sector requirements and Etimad Portal Procedures.

- **ISO 27001:2022 Certification Program – FNRCO Group**

Supported the company's **ISO 27001:2022** certification by coordinating activities, tracking compliance, reviewing documentation, and liaising with certification bodies. Contributed to policy development, gap analysis, and risk assessment efforts.

- **National Cybersecurity & Data Compliance – FNRCO Group**

Coordinated implementation of key regulatory frameworks including **NCA ECC 2, SDAIA PDPL, and GRC systems**. Managed vendor communication, analyzed service offerings, generated reports, tracked deliverables, and supported project execution using project management tools.

- **Integrated ERP System Development – FNRCO Group**

Managed the full project lifecycle using **Click Up**. Tracked progress, coordinated with internal stakeholders and the development team, and ensured timely updates and deliverables. Responsible for reporting project status and risks directly to the CIO, and facilitating resolution of blockers to maintain momentum.