

# Samantha Ismail

Northglenn, CO 80260

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Self Motivated and on the go.

Quick Learner, and able to think "outside the box",

Ability to adapt to any environment and situation.

Dynamic thinker and problem solver.

Excellent communication and interpersonal skills.

Executive team leader and team player.

Authorized to work in the US for any employer

## Work Experience

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### **Admin/Customer Care & Project Managing**

Volunteers of Africa - Denver, CO

2018 to Present

Point of contact for all queries and donations , project management of outreach programs in Northern and Southern Africa

### **Uber Partner Driver**

Uber

January 2020 to April 2021

Have done both customer and food delivery on Uber .

### **Managing Director**

Boomerang Haulage - Lusaka

2006 to 2018

Managing Director/Office Manager my duties were as follows:

- Handling of Hiring of Employees & Office Administration, Supervision of staff & drivers.
- Day to day running of the company.
- All basic accounting such as Banking, Sales & Petty Cash , preparation of monthly & year end recons which are sent for finalization to the company accountant..
- Month end tax remissions,
- Contract securing and Account Management. Have secured more than 3 major contracts with various Mining Companies to transport their minerals, also secured a contract with Food Reserve Agency Zambia , for transportation of their maize.
- Preparing of Documents for the fleet, Dispatching , licensing of vehicles , making sure all licences and permits and insurance were up to date , arranging visa's and all travel .
- Experience dealing with Shipping Lines and Clearing agents.
- Cross border transport planning and logistics .
- System Implementation.

## **Station Manager/General Manager**

Nationwide Airlines - Livingston

January 2002 to June 2005

Sales and ticketing reservations, banking and sales recon's for each month, customer care/ service Which I had to prepare and send for finalization to the Accounts Dep.

Managing all Nationwide staff at the Airport as well as the Reservations Office at Sun International,

Left Employment in July 2005 due to relocation to the Copper belt.

## **General Manager/Station Manager. (Zambia.)**

Nationwide Airlines

2002 to 2005

## **Customer Care and Public Relations Manager**

Nationwide Airlines

August 2002 to August 2002

Specific responsibilities: To act as Customer Services Officer at the airport

Handling all customer complaints and queries.

Promoted to: Assistant Station Manager and Reservations Office Manager in January 2003.

Duties included the following: As Reservations Office Manager,

- Overseeing of all Reservation Staff, Large Group Handling, Charter Flight Handling, group visas, visa wavers Ticket Stock & Issuance, Daily Sales cash Ups, .

- Customer Care & Baggage Handling, Clearing Of good, other general

Office admin such as banking, etc. Fare construction,

Handling of all the staff, reviewing of contracts etc, Flight Arrivals & Departures.

## **Logistics Manager**

A & E Express Freighters

1999 to 2000

Responsibility & Achievements:

Most Recent Employment: .Boomerang Haulage, As the Managing Director/Office Manager my duties were as follows:

- Handling of Human Resources & Administration, Supervision of staff & drivers.

- Day to day running of the company.

- All basic accounting such as Banking, Sales, and preparation of monthly & year end recons which are sent for finalization to the company accountant..

- Month end tax remissions, petty cash handling,

- Contract securing and Handling, Have secured more than 3 major contracts with various mines to transport their minerals, also secured a contract with FRA every year for transportation of their maize.

- Preparing of Documents for the fleet, licensing of vehicles etc, visa's

## **Education**

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### **Associate in Reservations and Ticketing ( beginners,intermediate and advanced )**

Fairview - Lusaka

1997

## **Associate in Certificate in introduction to Marketing Management**

ZAMIM - Lusaka

1996

## **High school or equivalent in IGCSE**

International School of Lusaka - Lusaka

June 1994

## Skills

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- Microsoft Office, Management , customer relations and problem solving
- Office Management
- Public Relations
- Marketing
- Recruiting
- Management
- Account Management
- Business Development
- Negotiation
- Management
- Management
- Management
- Salesforce
- Management
- Human Resources

## Assessments

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### **Workplace English — Expert**

January 2020

Understanding spoken and written English in work situations.

Full results: [Expert](#)

### **Teamwork: Interpersonal Skills — Highly Proficient**

January 2020

Resolving disputes, solving team problems, and understanding nonverbal cues.

Full results: [Highly Proficient](#)

### **Microsoft Word — Proficient**

January 2020

Knowledge of various Microsoft Word features, functions, and techniques.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.