

Holds a Bachelor in Commerce (Business Administration Dept.) and MBA Express. Has significant experience in self-directed positions requiring effective support, secretarial and administrative abilities.

PERSONAL DATA

Nationality : Egyptian
Gender : Female
Residence : Giza, Cairo

EDUCATION

- : Bachelor in Commerce (Business Administration Dept.), Cairo University, 2004
- : MBA Express at German-Arab Chamber of Industry and Commerce, 2018 (modules: Business Planning, Business Communication, Strategic Marketing, Finance for Non-Financials, Strategic Leadership)

LANGUAGES

Arabic : Native Language
English : Good

COMPUTER SKILLS

- : Windows, MS Office, Internet

TRAINING COURSES AND CERTIFICATIONS

- : Scholarship at YAT (2009):
 - Call center scholarship (CCLS).
 - Contact Center Representative Program (Call Center learning solution):
 - Computer Fundament.
 - Business Writing.
 - Cross Cultural Training.
 - What you need to know about the Call Center Agent.
 - Customer Care and Call Handling Skills for call Center Agents.
 - Dealing with Difficult Customers and situations Skills for call.
 - Value Selling Skill for Inbound Call Center Agents.
 - Value Selling Skill for Outbound Call Center Agents.
 - Handling Stress and Change Call Center Agents.
 - Job Training for one month.
- : AutoCAD, Windows, Word and Excel, Power Point, Surfing the Net (2005).
- : General English Courses (Advanced stage (B)), AUC (2004).

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Jun. 2009 till Jun. 2010
Employer : BROUJ PROPERTY MANGEMENT (FOR SAMA ELQAHIRA)
Job title : Senior Call Center Agent
Job Description :

- Inbound calls, working as SAMA ELQAHIRA Agent.
- Answering customer's phone calls, led them to the best way to answer or solve their problems, during this processing enter their data and record and classify the calls according to the Reason of the call.

Dates : From Dec. 2008 till Jan. 2009 (Training)
Employer : C3 (RAYA)
Job title : Call Center Agent (part of the scholarship)
Job Description :

- Part of the scholarship, outbound calls working on a project of general motors.
- Calling the clients outside of Egypt mostly from KSA, Kuwait and India.
- Ask them a survey questions considering their opinions about their cars or the cars they would like to own it and some of social opinions.

Dates : May/Jun. 2008
Employer : First Service (temporary job)
Job title : Call Center Agent (mobinil data collection)
Job Description : Temporary job, outbound calls working on project of mobinil called mobinil data collection, calling the customers and complete their contracts data.

Dates : From 2005 till 2007
Employer : Egyptian Survey Authority - Department of Digital Conversion
Job title : Digital Map Editor
Job Description : The main thing of editing the map is to check the reference point, check that the entry data is correct and the whole lines of the one feature is joined and closed.

Field of experience :

- Organizing meetings and managing databases.
- Booking transport and accommodation
- Organizing company events or conferences.
- Ordering stationery and furniture.
- Dealing with correspondence, complaints and queries.
- Preparing letters, presentations and reports.
- Supervising and monitoring the work of administrative staff.
- Managing office budgets.
- Liaising with staff, suppliers and clients.
- Implementing and maintaining procedures/office administrative systems.
- Delegating tasks to junior employees.
- Organizing induction programs for new employees.
- Ensuring that health and safety policies are up to date.
- Using a range of software packages.
- Attending meetings with senior management.

- Assisting the organization's HR function by keeping personnel records up to date, arranging interviews and so on.