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**Additional Training**

* Audit Simulation at CIC, presented by Price Water House (January-February 2015)
* Organizer in the Stock Market Simulation held at CIC (April-May 2014)
* Communication Skills Course (Nov-Dec 2010)

**Education**

* **Bachelors in Business Administration**

*Canadian International College (CIC), Cairo*

April 2016

* Future Language High School
* Military Status: Exempted.

**Signature Strengths**

* Inventory cycles, transactions, stock taking
* Maintain positive relationship with vendors
* Exceptional customer service
* MS Office – Word / Excel
* Clear and concise communication
* Detail and accuracy oriented

**Work Experience**

**Customer Care Representative, Vodafone, Egypt**

* *Ecco Outsourcing Communication Company (November2016-March 2017)*
* *Wasla Outsourcing Communication Company (April-October 2016)*
* Mobile calls and internet service
* Clarify billing process for major business customers
* Describe the new rate plans for customers
* Explain new offers for current and new customers
* Renew ADSL monthly service for customers
* Explain new offers for current ADSL customers and new plan rates
* Sent detail bill for business customer upon his/her request
* Visited new business customer to help solve issue when arises

**Assistant Inventory Accountant, Internship**

* *Pivot Engineering & General Contracting Company, Abu Dhabi, UAE, Internship. (June-September 2012)*
* Create Excel sheets
* Encode Civil and MEP materials, quantity, complete description of the item
* Match items received at site’s store with LPO “2-way matching”
* Construct official reports for inventory and stock status
* Work with company’s ERP system for checking accuracy of storekeeper records
* Verify and check accuracy of all material received (MEP and Civil) items as recorded by storekeeper

**Tailor’s Assistant, Internship**

* *Arab African International Bank, Nasr City Branch, Cairo. (June-September 2011)*
* Customer Service in the tailor, operation, and auto loan sections
* Open and close balance and payment of checks
* Record the customers’ money transactions
* Answer customer questions, solve customer problems
* Assist customers with Auto Loan inquiries
* Provide data regarding car dealers and required documentation to customers

**Career Objective**

Enthusiastic graduate of the Canadian International College seeks a career in accounting, finance, and audit in an organization that promotes professional growth as an asset to the Company.