**Contact Details**

**Full Name**: **Yousra**

**Date Of Birth: 29 April 1990**

**Gender:** **Female**

**Marital status: Single**

**Nationality: Egyptian**

**Email:** [**Yousra.262128@2freemail.com**](Yousra.262128%402freemail.com)

**Mobile: Whatsapp +971504753686 / +919979971283**

Objective

 Seeking a challenging opportunity which will utilize and enhance my educational background, interpersonal and communication skills to get a challenging experience.

**Education**

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| --- | --- |
| **Faculty of Arts Sociology Department Ain shams university** * **Graduation Year: Summer 2011.**
* **GPA: 3.5 “very good”**
* **International Diploma in IT Skills (Cambridge Local Examinations syndicate )**
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**Activities**

* Accurate, with very good numerical skills.
* Very good in making materials for studying.
* Excellent presentation skills.
* Ambitious, cooperative, organized, Self-motivated & have a team spirit.
* Have the ability to work under pressure and meet deadline.
* Good communication, management and interpersonal skills.
* Have the ability to solve problems.
* Learn new computer systems easily.

**Experience**

* **Pricing import and export then Export operation at Gifco For transportation and freight co. from August 2011 till end of 2012.**
* **Customer service at DHL Egypt Global from January 2013 till end of 2014.**
* **Sea export operation at IFG for transportation and freight forwarder co. from January 2015 till now.**

**Languages**

 **Languages:**

* **Arabic:** Mother tongue.
* **English:** Very Good**.**

 **Computer:**

* Very good with using Windows (All versions).
* Very good with using Microsoft Office package (Word, Excel, Power point, Outlook).

 **Personal skills:**

* Very good communication skills.
* Time management, fast learning.
* Able to work under pressure.

Work independently and as part of a team.

**Relevant Skills**

* Excellent mathematical and logical reasoning skills
* Ability to handle multiple-tasks
* A Team Player
* Dealing with different kinds of customers and handling their needs successfully & cheerfully
* Ability to analyze and solve problems
* Strong communication and presentation skills
* Appreciate responsibility and aspire to learn more about various fields of interests
* Familiar to working under pressure
* Very good MS Office skills (Word, PowerPoint and Excel).
* Excellent command of spoken and written English

**Interests**

* Reading
* Playing tennis

**References are available upon request**