**First Name of Application CV No 1637784**

Whatsapp Mobile: +971504753686



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**Personal**

**Information Date of Birth :** 17/12/1987

 **Place of birth :** Alexandria, Egypt

 **Nationality :** Egyptian

 **Gender :** Female

 **Marital Status:** Married

 **Visa Type :** Residence Visa( Husband Sponsorship)

**Career Objective**

Full time job in an organization, where my knowledge, skills and qualifications are best suited and fully utilized to achieve self-esteem.

**Education**

 **School :** E.G.C

 **University :** Ain Shams University

 **Faculty :** Al-Alsun Languages – Japanese department

 **Degree** **:** Bachelor of foreign languages

 **First language :** Japanese

 **Second language :** English

 **Graduation Year :** 2009

**Languages Arabic :** Excellent in written and spokenArabic. (Mother language)

 **English :** Excellent in written and spoken English.

 **Japanese:** Excellent in written and spoken Japanese.

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**Computer Skills**

* Excellent in using computer windows.
* Excellent in using Microsoft Office.
* Perfect command of internet and searching the web.
* Excellent typing skills.

**Courses Attended**

**And Certificates**

* International Computer Driving License (ICDL).
* Japanese Language Proficiency Test – Level 3.
* Professional Certificate in Human Resources –Level 1 from The Arab Academy for Science and Technology.

**Working Experience**

**(1) Sedracare Global services**

**Position: Shift Leader and Quality Assurance**

 Duration: June 2011 to April 2015

 Duties & Responsibilities:

* Interact with callingcardplus.com customer in order to explain the company card, rates, hidden fees, services fee, disconnection fee and providers.
* Daily coaching to the teamwork members in order to increase and develop their performance.
* Creating and Fixing technical tickets**.**
* Selling the company products**.**
* Replying all the customer inquires on the website chat **.**
* Support the agents to deliver the best customer services and handle the customer request to completion.
* Sending daily e-mails about the team performance
* Listening to the agents calls and rating them.
* Training the agents and providing them tips of how to handle different types of customers.
* Getting the customer feedback about the agents, cards and company through out follow up calls.

**(2) Jovani for Import and Export**

**Position: Executive Secretary**

Duration: August 2009 to May 2011

Duties & Responsibilities:

* Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
* Arrange conferences, meetings, and travel reservations for office personnel.
* Complete forms in accordance with company procedures.
* Compose, type, and distribute meeting notes, routine correspondence, and reports.
* Greet visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs.
* Locate and attach appropriate files to incoming correspondence requiring replies.
* Mail newsletters, promotional material, and other information.
* Maintain scheduling and event calendars.
* Make copies of correspondence and other printed material.
* Open, read, route, and distribute incoming mail and other material, and prepare answers to routine letters.
* Schedule and confirm appointments for clients, customers, or supervisors.
* Set up and maintain paper and electronic filing systems for records, correspondence, and other material.
* Take dictation in shorthand or by machine, and transcribe information.
* Collect and disburse funds from cash accounts, and keep records of collections and disbursements.
* Conduct searches to find needed information, using such sources as the Internet.
* Coordinate conferences and meetings.
* Establish work procedures and schedules, and keep track of the daily work of clerical staff.
* Learn to operate new office technologies as they are developed and implemented.
* Manage projects, and contribute to committee and team work.
* Operate electronic mail systems and coordinate the flow of information both internally and with other organizations.
* Order and dispense supplies.
* Prepare and mail checks.
* Provide services to customers, such as order placement and account information.
* Review work done by others to check for correct spelling and grammar, ensure that company format policies are followed, and recommend revisions.
* Supervise other clerical staff, and provide training and orientation to new staff.
* Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.

**(3) Al-Mehwar Foundation for English Practice Books**

(Part time job)

 **Position: An author, a language advisor and a proof reader.**

Duration: Dec 2009 to Apr 2015

Duties & Responsibilities:

* Marking and correcting mistakes in books.
* Creating exercises for students on each lesson .
* Creating samples of solved exercises.
* Pointing out new words and phrases in each lesson.
* Giving explanation and examples on each new word in the lesson.
* Explaining the differences between words.
* Creating full exams on each lesson.

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**Training Attended**

* Freelancer (Translation Tasks)
* Training in a Travel Agency.

**Personal Skills**

* Fast learner and can adapt quickly to new work techniques.
* Ability to work individually or to be an effective member in team work**.**
* Self-motivated and ability to work under pressure.
* Good Presentation Skills**.**
* Good Negotiation Skills.
* Developed to work and ambitious.