######  **Hagar**

# Gender: Female

# Date of Birth: 9-7-1987

**Objective:**

 Seeking a position in a reputable organization to contribute accrued expertise in charting a mutual growth path

**Education:**

2014 - 2015 - **London Teacher Training College**

* **TESOL Diploma:** Level 7 Diploma in Teaching English to speakers of other languages

 Grade: **A**

 Course includes: Language and its acquisition - Language teaching methodologies

 Classroom planning and organization - Linguistics and phonetics

* (May-June 2012) Train the Trainer- Information Technology Institute
* (2004 – 2008) Faculty of Arts, Departmentof **English Language and Literature** ,Ain Shams University

 Grade:Good

 **Work Experience:**

**Part time Trainer -** May 2012- present

**ESL** **Trainer** at ***IMI*** - Present

* Coaching and facilitating the learning process as students interact with a web-based software “The Rosetta Stone” where they practice (listening, reading, writing, and speaking)

**English Trainer** at **ITI -** May 2012- May 2013

* Provide training sessions at Cairo, AinShams, and Helwan Universities.
* Assess student’s language through standardized language skills matrix.
* Use language skill matrix to assess fluency, vocabulary, grammar and pronunciation.
* Identify areas of improvement and recommend an appropriate training program based on the results.
* Prepare English (Voice and Accent), customerservice, culture, and softskills materials & handouts.
* Present materials and interacting with students.
* Motivate students to engage in application activities.
* Evaluate and track student’s improvement to ensure that training programs are delivered in the right direction.

**Training Specialist i-Lead**

* Validate training plans with clients.
* Prepare training materials & handouts.
* Develop and design training programs (in-house or outsourced).
* Conduct presentations.
* Inform clients about training options.
* Recommending the best and most fit Trainers according to client needs and organization’s culture.
* Presenting materials and interacting with participants when needed.
* Evaluate training programs and monitor training events in order to ensure that they are delivered in the right direction.
* Manage and maintain in-house training facilities and equipment.
* Establish and maintain relationships with external training suppliers.

September 2010- April 2012

**Cisco Customer Support Xceed**

* Provide quality technical support service through one-contact resolution to establish a long-term client relationship.
* Worked as an inbound, outbound and back office agent; handling all customer cases on the system pre & post shipping.
* Follow up the order during the whole cycle from being submitted by the customer on the online ordering tool till we receive a feedback from the customer after its delivery, which contains:
	+ order management,
	+ customer data entry,
	+ applying order modifications upon customers’ request,
	+ submitting expedites for different orders by contacting the manufacturing team & the account managers,
	+ following up on the shipping process with the logistics team, and
	+ following up on the order status with the eligible persons in the organization or those in CISCO (internals); e.g.: account managers, financial controllers, and customer relationship managers.

September 2009- September 2010

**Back office Advisor - XBOX Xceed**

* Provide quality technical support service through one-contact resolution to establish a long-term client relationship.
* Accurately respond to questions and assist customers in United Kingdom and Europe with product features, installation, setup, and troubleshooting and hardware operations via chat, phone and e-mail.
* Resolve customers’ technical complaints and problems, escalated from tier 1 team within boundaries of authority.
* Meet the due dates in the tasks assigned by superiors.

May 2009- August 2009

**Human Resources Coordinator Xceed**

* Screen resumes and review applications.
* Conduct phone interviews for potential candidates.
* Assist in conducting English, computer and IQ tests for potential candidates.
* Searching for potential candidates through different resources.
* Assist in updating recruitment database.
* Handling other duties and tasks as assigned.
* Providing support to HR manager and staff.

November 2008- April 2009

**International Account Representative – (Microsoft-XBOX) Xceed**

* Provide integrated technical support services for Microsoft’s Xbox customers in United Kingdom and Europe.
* Communicate with customers using the latest technology and web based tools to provide advanced troubleshooting to resolve technical issues.
* Track and monitor the problem to ensure a timely resolution.
* Identify recurring problems and contribute ideas on ways to better solve these problems.

**Professional Training:**

Summer 2006, Trainee, Misr for Clearing Depository and Registry

**Extra Curricular Activities:**

Business planning and soft skills Trainer**,** ECHO Model (student activity),Faculty of Fine Art - Helwan University, 2007 – 2008

**Presented the following workshops:**

* Business Planning - Basics of Human Resources
* Basics of Marketing - Leadership
* Team Work - Communication Skills
* Presentation Skills - Creativity
* Participated in Arab Youth Development Conference, American University in Cairo, 2008.
* OC Member, 1st Ain Shams Model of United Nations, 2008.
* Team leader and coordinator, El-shams Club 1st Employment Fair, 2006.
* Vice head of Translation and Interrelation committee, Life Makers association, El-shams Club, 2005-2007.

**Training Courses:**

* Emotional Intelligence by Yasser Shaker, 2009.
* **Communicate with Power** By **Brian Tracy** -Dean of human development & personal achievements-2008
* Basics of Human Resources Management, **P&G**, 2008.
* **Mind Mapping** by **Tony Buzan** -creator of mind maps- 2007.
* Certified practitioner in Neuro Conditioning Dynamic (**NCD**), Certified by Ibrahim El-fiky International Enterprise in Cairo, April, 2007.
* Art of dealing with personality types, Eshrakat Associate.

**Skills:**

**Language Skills:**

* English: **Excellent** command of both written and spoken English.
* German: Good command of both written and spoken German.

**Translating Skills:**

* Translated Human development articles, Translation committee, Life Makers association, 2005.

**Writing and Editing Skills:**

* Human development and Academic articles, A Semi-annual Academic Journal, 2005 -2008.

**Computer Skills:**

* Microsoft Office

**Personal Skills:**

**Presentation Skills:**

* **Teambuilding Coach**, Wellness Associate, Present.
* **Teambuilding Coach**, Trainera, Present.

**Organizing Training Courses:**

* **Stephen Covey** 1sttraining in Egypt, Awareness, Event Management Team, 2010.
* **Jonas Ridderstrale, Andrew Grant, Bob Nelson** (Leadership Boot camp) Awareness, 2010.
* **Philip Kotler's** (Father of Marketing) 1st training in Egypt, Awareness, 2009.
* **Brian Tracy's** (Dean of human development & personal achievements) 1st training in Egypt, Awareness, organizer, 2008.
* **Tony Buzan's** (Creator of mind maps) 1st training in Egypt, Awareness, organizer, 2007.

**Organizing Skills:**

* Organizer- 1st Ain shams Model of United Nations (MUN), 2008.
* Stage organizer at Resala’s live concerts (Orphan Day), volunteer, 2007.

**Leadership Skills:**

* Crew **Supervisor**, **Brian Tracy's** “Total Business Mastery-MBA” Event May 2015.
* Team Leader and coordinator, El Shams Club 1st Employment Fair, El Shams club, 2006.
* Vice head of Translation and Interrelation committee, life makers’ team, El Shams club, 2005-2007.

**Analytical Skills:**

* Awarded **first place** in analyzing literary extracts that was published in the Academic Journal, 2005.

**Job Seeker First Name / CV No: 1715652**

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