Curriculum vitae

[**Hanan.331085@2freemail.com**](mailto:Hanan.331085@2freemail.com) ****

Personal data

Gender: Female Date of Birth : July 19, 1980 Nationality : Egyptian **Marital**Status : Single

Objective

Aiming to obtain a job that allows me to use my qualifications and skills related to my study and my experience in the market to improve and achieve the goals of the company

Strength

* Good communication skills and fast learner of new technologies
* Self-motivated
* Ability to work in a group or individually according to job requirements
* Hard worker and can work under pressure consistently

Work Experience

Employer :

Department : Financial Decision Support – Investment (from January 2016 till date).

Job title : Financial Analyst

Job description and responsibilities

* Prepare Feasibility study and Financial Analysis for all incoming projects and promos offered to the company.
* Analyze financial data by collecting, monitoring and creating financial models for decision support.
* Follow up the financial status for all the companies which Telecom Egypt investing on.
* Prepare Quarterly Financial presentation reports showing the performance of the companies which Telecom Egypt investing on it.
* Identifies financial status by comparing and analyzing actual result with plans and forecasts.
* Maintains database by entering, verifying and backing up data.
* Protect operations by keeping financial information confidential.

Department: Prepaid Cards Sales department (from March 2010 till December 2015)

Job title : Head of Analysis and monitoring of sales and inventory

Job description and responsibilities :

* Provide general sales reporting and analysis that assists in monitoring sales performance.
* Provide data and analytical support for presentations and business reviews.
* Store data analysis, store movement, household purchase data, and consumer capabilities.
* Assists in the identification and development of business opportunities through analysis and interpretation of consumer, customer and market data.
* Forecasting to facilitate accurate production planning.
* Attend sales calls with Sales Team on an as needed basis
* Evaluates the effectiveness of promotional efforts in the market using available data sources.

Department : Phone boutique (fromDecember 2006 till March 2010)

Job title : Customer Care

Job description and responsibilities

* Generate sales leads.
* Identify and assess customers’ needs to achieve satisfaction.
* Build sustainable relationships of trust through open and interactive communication.
* Provide accurate, valid and complete information by using the right methods/tools.
* Meet personal/customer service team sales targets and call handling quotas.
* Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
* Keep records of customer interactions, process customer accounts and file documents.
* Follow communication procedures, guidelines and policies.
* Take the extra mile to engage customers.
* Collecting company’s bills every month.

Academic Qualification

1. **Bachelor of Science in Accounting Science (English Dept.)**

Date of Graduation : May 2003

University : M.T.I University (modern university for technology and information)

University Grade : Excellent 93.6%

**Subject of Graduation Project** : International development of the Islamic Banks

1. **Higher Diploma in Business Management**

Date of Graduation : May 2011

**University**  : Cairo University, Egypt

University Grade : very good 86%

1. **CMA (Certified Management Accountant)**

Institution : Talent Development [www.td-me.com](http://www.td-me.com)

Part : 2

Duration : In Progress

1. **Additional Courses**

* YAT processional diploma of accounting since 2004
* Customer care course at LDP unit in telecom Egypt
* I did an English course from American university

Languages

* **Arabic** : Mother tongue
* **English** : Proficient

Computer skills

* Proficient with Microsoft Office Works Suite 2007 to include Access, Excel, Outlook Express, Power Point and Word

Summer training

* Dubai port authority (UAE), trained in human recourses and purchasing department since 2000.
* Petrobel petroleum company (EGYPT), trained in local disbursement department since 2002.