**Curriculum Vitae**

Personal Data:



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| **Name** | Pola |
| **Location** | UAE, Dubai |
| **Phone No** | +971 505891826 |
| **Gender** | Male |
| **E-Mail** | [Pola.340074@2freemail.com](mailto:Pola.340074@2freemail.com) |
| **Date of Birth** | March /1/ 1989 |
| **Military Service** | Dismissal |
| **Nationality** | Egyptian |

Education:

* Bachelor Degree of Business Administration and Management Systems 2010.
* Project grade: Good.

Additional Skills:

* Advanced Computer Skills on Hardware and Software.
* fluency on using Microsoft windows ( personal and server windows ) .
* good knowledge about how to use and advertise on social media like (facebook, twitter, linkedin ,etc..) .
* very good at using search engines like ( google,bing,yahoo, etc...) .
* very good at using all E-commerce websites B2B or B2C like (alibaba, aliexpress, tradekey, etc..) .
* good knowledge about shipping and all delivery terms .
* good knowledge about import and export all over the world (specially import from Egypt) .
* Ensured customer satisfaction by analyzing shipments and proactively identifying potential issues for resolution .

Courses:

* ICDL course in faculty of commerce.
* English general course in faculty of commerce
* Cisco certified network associate (CCNA)
* Mini Master of International Trading ( import, export , E-commerce, E-marketing, Shipping)

Experiences:

* worked as Customer Service & Sales Associate at Etisalat Misr, started November- 2015 to September-2016 .
* Worked as Front Desk and customer service at AL Faiasil CO. for real estate (Kuwait) started august- 2013 to September-2015.
* Worked as Call Centre in Directory Inquire project at Raya Egypt started September - 2011 to July 2013
* Worked as sales representative at Etisalat agent (Egypt & Middle East Co.),started July -2010 to July - 2011

Personal skills:

* strong presentation skills .
* a passion for selling .
* ability to communicate with people at all levels .
* strong negotiation skills .
* able to work own your own initiative and as part of a team .
* good time management .
* results orientated .