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| Heba E-mail: heba.340449@2freemail.com   |  |

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| *Objective* |
|  | Looking forward to join a reputable school whereby I can have a role in the development & progress, and have an opportunity to develop my skills, and knowledge. |

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| *Education* |
| **2006** | Faculty of Commerce, Accounting Dept. - Cairo University.* Grade: Fair
* Last year Grade: Good.
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| *Skills* |  |
| **Computer Skills** | * Excellent Knowledge of Microsoft Office applications. [Word, Excel, Power Point, Access & Outlook].
* Excellent Knowledge of E-mail, Internet and Typing.
* Excellent Knowledge of MS Excel for Accounting, and E-Commerce.

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| **Language Skills** | * Native language Arabic.
* Excellent command of both written and spoken English.

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| **Personal Skills** | * High communication and negotiation skills, with well-organized personality.
* Creative trouble shooter with ability to solve problems, and deal with unordinary events.
* Ability to work under pressure, and meet hard deadlines.
* Capable for team work.
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| *Training Courses* |
| **Jun-15** | **Diploma in the Montessori Method of Education (2.5-6 Years) By Modern Montessori international (MMI) London, United Kingdom** **Teaching Parenting the Positive Discipline Course** By **Positive Discipline Association Texas USA****Certified Positive Discipline Parenting Educator 2016***Training Contents:** + Teaching Parenting the positive discipline way

**Developing respectful relationships** **Certified Positive Discipline Parenting Classroom Educator 2016***Training Contents:** + Positive discipline in the classroom training workshop

**Child and Adolescent Psychologist Course by MIFTC and ABTC**Grade Excellent **Child and Adolescent Psychologist Course by Ministry of Education and Ministry of Foreign Affairs**Grade Excellent ـــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــ |
| **May-07****till** **Jun-07** | **Graduate Resource Program (GRP)** *Training Contents:** **Dale Carnegi Seminar (DCS);** Communication Skills course, Enhanced me how to deal with other, and self-confidence.
* **Dale Carnegi Training (DST)** Customer Service Course include;
	+ World Class customer service.
	+ Proposal writing.
	+ Negotiation.
	+ Complaints handling.

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| **Jan-07****till****may-07** | **Basic Business Skills Acquisition (BBSA)** Sponsored by the **Future Generation Foundation (FGF)***Training Contents** Developed Language and Computer Skills
* Enhanced Presentation & Project Development Skills
* Acquired BBS including: Marketing, Sales, Banking, Accounting, Business Correspondence & Reporting.

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| **Aug-05** | **E-Accounting** By **KiT Education Center****English Courses AUC (American University of Cairo) Garade A-****English Course Berlitz** **ICDL Course “Serial Number EGY2006644** |
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| *Work Experience* |
| **DEC-15****tILL** **DEC-16****JUL-11****tILL****nov-15** | * **Montessori Teacher** at **Trillium Montessori School**
* Promote the Montessori’s vision and objectives by creating appropriate curriculum
* • Develop interdisciplinary instructional units in order to meet the individual needs of students
* • Maintain ongoing dialogue with other teachers and coordinators to handle curriculum integration and implementation
* • Work with individual students to gauge abilities and work towards catering to these abilities
* • Use various assessment tools to evaluate each student’s capabilities within the classroom
* • Prepare an environment conducive to learning and social and academic development
* • Maintain classroom environment by ensuring that appropriate behavior rules are followed and lesson plan is followed
* • Ensure availability of materials and resources needed to further educational plans
* • Demonstrate rapport with students by ensuring kindness and respect for each individual student
* • Handle conflict management by employing tactics to ward of problems
* • Report discipline concerns that may be beyond classroom tactics to the school head
* • Ensure safety and emotional security of students and ensure that the physical environment of the classroom is in accordance to health and security directives of the school
* • Establish a positive relationship with parents by ensuring regular and positive communication
* **Branch Manager** at **KiT** [Kseibi Information Technology]

**Responsibilities:*** Direct all operational aspects including distribution operations, customer service, human resources, administration and sales
* Assess local market conditions and identify current and prospective sales opportunities
* Develop forecasts, financial objectives and business plans
* Meet goals and metrics
* Manage budget and allocate funds appropriately
* Bring out the best of branch’s personnel by providing training, coaching, development and motivation
* Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities
* Share knowledge with other branches and headquarters on effective practices, competitive intelligence, business opportunities and needs
* Address customer and employee satisfaction issues promptly
* Adhere to high ethical standards, and comply with all regulations/applicable laws
* Network to improve the presence and reputation of the branch and company
* Stay abreast of competing markets and provide reports on market movement and penetration
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| *Interests and Hobbies* |
|  | * **Reading :** Novels, and History.
* **Sports :** Jogging,
* **Poetry Reading :** Ranked At the level of the Republic
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| *Personal Information* |
|  | * **Gender :** Female.
* **Date of Birth :** 01-Jun-1984.
* **Marital Status :** Married.
* **Nationality :** Egyptian.
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**\*\* References will be furnished upon request.**