Ghada

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| **objective** |
|  | Seeking a job in a multinational and a reputable company where my background and my experience can be well utilized. |
| **education** |
|  | 2004-2008 Ain Shams University Cairo, Egypt Faculty of Arts, Psychology Dept. Grade: Good2008-2009 Ain Shams University Cairo, Egypt Education Diploma. Grade: Good |
| **skills** |
|  | **Computer Skills:** Good knowledge of windows and Internet Good knowledge of MS Office **Language Skills:** Native language Arabic Very good command of both written and spoken English  |
| **Experience** |
|  | **1st of Feb 2017****Cairo, Egypt Vodafone UK****Horizon, October**Internal Communication Specialist* Manage internal communications output.
* Prepare strategic communication plan for company.
* Work with marketing to publish timely company information, such as memos and company directives.
* Ensure communication strategy is consistent and reflects the organization’s strategic vision.
* Measure and present results of communication efforts.
* Set timing of release to coordinate with company events or initiatives.
* Publish videos and photography on company website and blogs.
* Edit and revise content as necessary.
* Ensure workers are engaged in company initiatives.
* Edit, design, and print internal publications.

**1st of Sep 2016****Cairo, Egypt Vodafone Global Enterprise Limited****Smart Village** Service Desk “Loan Period”:* Working as Portfolio Management Specialist which is raising tickets and close it after validation.

Network Back office UK Account* Working as specialist of UK network and dealing with client directly in terms of that. Delivering training Martials across all areas Egypt, UK and India. Setting a coaching plan for each agent prepare meeting minutes and making both video and call conferences.

**25th of April 2012****Cairo, Egypt Vodafone UK****Smart Village** 2nd Line Technical Support Senior Advisor in **Vodafone off shoring** **services**.* Restore/Backup iPhones, iPads, Blackberry and Samsung phones.
* Accessing Customers PCs remotely to fix mobile broadband issues.
* Helping customers to setup emails and internet USB.
* Creating knowledge base for troubleshooting.

**25th of July 2010****Cairo, Egypt Vodafone UK****Smart Village** Customer Services Agent* Joining Web Chat team supporting customers in Vodafone UK online
* Working as Customer Services agent in Vodafone UK department

11th of Feb 2010 - 17 June 2010 Wasla Contact CenterCairo, EgyptCustomer Service Agent* Worked as Customer Agent Representative in Vodafone account.

Oct 2008-Dec 2008 Diamond School Giza, Egypt*English Teacher* Teaching English language for Nursery Class.Jan-March 2017 Project Management Course Diamond Giza, EgyptTraining* This course develops a foundation of concepts and solutions that supports the planning, scheduling, controlling, resource allocation, and performance measurement activities required for successful completion of a project.

Sept 09 – Dec 09 Basic Business Skills Acquisition (BBSA) Cairo, Egypt Sponsored by the Future Generation Foundation (FGF)*Training* Developed Language and Computer Skills Enhanced Presentation & Project Development Skills Acquired Basic Business Skills including: Marketing, Sales, Banking, Accounting, Business Correspondence and Report Writing. Office Management Skills Telephone Usage Arranging Meetings & Travels Keeping Accurate Records  Customer Service Time Management and Business Etiquette Fundamentals For Daily Routine Greetings And Closing Business Writing Public Speaking Microsoft Office OutlookDale Carnegie Training  Communication and Presentations skills Leadershipskills Build Greater Self-Confidence |
|  | 2007-2008 American Cairo University Cairo, Egypt  General English Course. |
| **Interests** |
|  | Singing, Photography and cooking  |
| **Personal Information** |
|  | Date of Birth: 19/5/1987 Marital Status: Single |