Ghada

[Ghada.365950@2freemail.com](mailto:Ghada.365950@2freemail.com)

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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: Good  2008-2009 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 Center  Cairo, Egypt  Customer 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, Egypt Training  * 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 Outlook  Dale 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 |