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| **E-MAIL:** nada.378105@2freemail.com  |
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| **Date of Birth**: 5/9/1993**Place of** **Birth:** Egypt**Marital Status:** Miss **Nationality:** Egyptian  **Gender:** Female |

## CAREER OBJECTIVES

* To work in a dynamic environment where I can effectively utilize my skills & knowledge, learn more and establish healthy relationships through teamwork and collaboration. I intend to put all possible effort in becoming a productive individual in my society and an innovative, creative, dedicated and hardworking employee to gain client, colleague and manager trust.

## EDUCATION

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| **University** **:** | University Degree : | Bachelor in foreign trade  |
| University : | Helwan University |
| Faculty : | Faculty of Commerce and business administration  |
| Major : | Very good |
| Graduation Year : | 2015 |
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## other EDUCATION

 Preparing a MASTER in

 (The Budget Deficit and Its Impact on the Stability of the Foreign Exchange Market in Egypt)

 Helwan University

## COMPUTER SKILLS

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| **Applications** | * Microsoft( WORD, EXCELL , POWER POINT, ACCESS, OUTLOOK EXPRESS)
* Excellent Internet Skills
* Excellent social media
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## EXPERIENCES (PROFESSIONAL TRAINING)

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| **Working** |  Customer Service representative at Vodafone  From 8/2015 to 3/2016**Responsibilities :** Handling mobile internet issue and sim card issueCustomer Service at TE Data (sales and info account) Description: Description: Description: Description: cid:image001.jpg@01D1FED8.6180B130from 4/2016 to 3/2017 **Responsibilities:** help cst to change his rate plan and concession him for any problem related to fixed internet , follow with the cst his subscription until his service installedADSL Digital Support Specialist at TE-Data. Description: Description: Description: Description: cid:image001.jpg@01D1FED8.6180B130From 3/2017 to 11/2018**Responsibilities:** Helping cst to solve his technical problems in his ADSL internet and escalated to the higher department, helping him in bill’s problem and how to pay it also make a request for him if the bill need to shift.**“Ps, in that job I was responsible to handle 2 csts with 2 different problems in the same time** Currently: GSM Digital Support Specialist at Telecom Egypt . cid:image001.png@01D3629E.5C02AB70From 11/2018 until now **Responsibilities:** Handle customer technical and sales inquiries, trying to find the best solvent for all issues , achieving customer satisfaction for GSM services and helping to improve mobile service   |
| **Certificates**  | ICDL Office 2010.TOFEL exam with score 473 (2017). |

## LANGUAGES

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| Arabic | Mother language  |
| English | Very Good |

## PERSONAL SKILLS

* Gentle personality to deal with people
* Social.
* Multitask.
* Ability to work in a group.
* Ability to work under pressure.

## social activities

Founded member at RESALA team at Helwan University.

## Sequence of Ambitions

**Looking forward to:**

* Working in a remarkable company in order to make a good experience
* Growing up with the company and reaching greater positions.

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References will be furnished upon request.