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| **C/o-Phone**: +971504973598 |
| **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 |

## 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 issue  Customer Service at TE Data (sales and info account) Description: Description: Description: Description: cid:image001.jpg@01D1FED8.6180B130  from 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 installed  ADSL Digital Support Specialist at TE-Data. Description: Description: Description: Description: cid:image001.jpg@01D1FED8.6180B130  From 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.5C02AB70 From 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.