## ***Curriculum Vitae***



**ASHRAF**

Dubai , U.A.E

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**Career Objective:**

To actively seeking an Organization where I can enhance my knowledge and skills, where I meet new challenges and give my best to prove my abilities and achieve the goals of the organization effectively. I am submitting my application with the hope of accomplishing my best objective   
in life.

**Professional Experience:**

**Company : Majid Al-Futtaim. U.A.E**

Position : Sales Executive & Customer Support Executive

Year : (2011 – 2013)

**Job Responsibilities:**

* Handling of Trading Enterprises Sales and cross checking with Fastrack application reports &   
  sending it to the Branch Managers.
* Emailing Pre-owned Trading Enterprises Sales leads on daily basis to the managers.
* Handling of emails received for sales of Trading Enterprises and entering them in the Fastrack application and routing them to the respective showroom through the web module.
* Forwarding sales emails to the respective showrooms regarding open or outstanding request on Fastrack application.
* Emailing location maps to customers.
* Handling of daily shift log in order to keep record of the incoming calls & abandon rate.
* Combining of agents excel sheets (Call Registration).
* Verifying all agents entries on daily basis in the Call Registration excel sheet.
* Updating Appointment Booking System (ABS) report on daily basis.
* Verifying all agents booking in the Appointment Booking System on daily basis.
* Handling of Recovery Report (Honda + Trading Enterprises).
* Calculating agent’s conversion rate report at the end of every month.
* Updating and training team with changes in process or about promotions etc.
* Assisting customers with regards to enquiries related to spare parts and body shop.
* Answering emergency Recovery calls for cars, Trading Enterprises & Automall and escalating   
  them to the respective operators.

**COMPANY : Spectra Group Company for Medicine. (Egypt)**

Position : Banking Transactions Executive

Year : (2009 – 2011**)**

**Job Responsibilities:**

* Balance currency, coin and checks in cash drawers at ends of shifts, and calculate daily transactions using computers, calculators or adding machines.
* Cash checks and pay out money after verifying that signatures are correct, that written and numerical amounts agree and that accounts have sufficient funds.
* Receive checks and cash for deposit, verify amounts and check accuracy of deposit slips.
* Examine checks for endorsements and to verify other information such as dates, bank names, identification of the persons receiving payments and the legality of the documents.
* Enter customer’s transactions in to computers in order to record transactions and issue computer-generated receipts.
* Count currency, coins and checks received by hand or using currency-counting machine in order to prepare them for deposit or shipment to branch banks or the Federal Reserve Bank.

**Company : Our City For Housing Company (Madinaty for Housing). (Egypt)**

Position : Customer Service Executive

Year : (2007 – 2009)

**Job Responsibilities**

* Arranging meetings & assisting with the Clients Queries and information ,Responsible for maintaining database for all customers abroad branches andwarehouses.
* Coordinates with Technical support team in handling issues ,Provides customer support and handles the queries of clients
* Make soft calls and fix appointments in coordination of sales and marketing team for prospective customer, Follow-up and track on customer enquiries  
  Maintains record of all enquiries & related details in Computer Systems, Provides all Back-office support tasks like sending and receiving mails.

**Academic Experience :**

1. **Company : ACEIT Training Institute & Al Manara Training Institute-U.A.E**

Position : Arabic Teacher(Part Time)

Year : 2016- Till now

1. **Company : El-Mazaya Private School-U.A.E**

Position : English Teacher(Full Time)

Year : (2015-2016)

1. **Company : Gems Winchester School – U.A.E**

Position : Arabic & Islamic Teacher for Non Arabs.(Full Time)

Year : (2014-2015)

1. **Company : Fatima El Zahraa Language School. (Egypt)**

Position : Supervisor of English Department.(Full Time)

Year : (2003 – 2007)

1. **Compaby : El Maadi Language School. (Egypt)**

Position : Senior English Teacher(Full Time)

Year : (1999 – 2003)

1. **Company : El-Zahraa Language School. (Egypt)**

Position : English Teacher(Full Time)

Year : (1995 – 1999)

**Job Responsiblities:**

* Classroom Management , Behavior Management ,Maintaining discipline.
* Teaching all areas of the primary curriculum.
* Taking responsibility for the progress of a class of primary age pupils.
* organizing the classroom and learning resources to create a positive learning environment;
* Planning, preparing and presenting lessons that cater for the needs of the whole ability range within their class. Knowledgeable about all areas of teaching ,
* Motivating pupils with enthusiastic, imaginative presentation.
* Preparing and marking to facilitate positive pupil development.
* Meeting requirements for the assessment and recording of pupils' development.
* Providing feedback to parents on a pupil's progress at parents' evenings and other meetings.
* Coordinating activities and resources within a specific area of the curriculum, and supporting colleagues in the delivery of this specialist area.
* Working with others to plan and coordinate work.
* Staying up to date with changes and developments in the structure of the curriculum.
* Taking part in school events and activities which may take place at weekends or in the evening.
* Liaising with colleagues and working flexible.

**Education:**

* College/ University : Helwan University
* Course / Degree : B.A - English Section
* Year : 1995

**My Strengths:**

I possess good communication and writing skills. I have proven my experiences in quality leadership & services to my client's and to the place where I was employed. I’m highly professional, motivated, hardworking result oriented, and reliable person who works well in teams or individually.

**Computer Skills:**

MS Office (Word, Excel, Power point)

Email & Internet Explorer.

**Personal Information:**

Nationality : Egyptian

Date Of Birth : 31.05.1977

Marital Status : Single

Religion : Muslim

Language : Arabic , English

Visa Status : Transferable Visa

**Declaration:**

I declare that to the best of my knowledge and belief, all particulars I have given are complete and   
true. I understand that any false declaration or misleading statement or any significant omission may   
disqualify me from employment and render me liable to dismissal if I am offered employment.

**ASHRAF**