**Summary of qualifications:**

Accurate, initiated person, well organized, team worker, hard worker, collaborator and coordinator, adaptedto different work environments with excellent communication and computer skills. Expertise in translation from English to Arabic, and vice versa. I look to pursue a career in the area of translation and interpreting field.

**Experiences:**

**Travel adviser**

**Teleperformance outsourcing company, Shubra, Egypt** November,2017 – July,2018

Work as a travel advisor for Expedia Travel Agency;

Provide travel consultation, book all inclusive prepackage vacations, and can work on travel agencies web tools; like Saber, and Navigator, and Galileo.

**Administrative assistant**

**Technotrans Transportation** **Company, Shubra, Egypt** 3 January, 17 – 30 September17

Did all the secretarial work and manage the office

**Other Experiences**:

**OUT BOUND AGENT AT PROCTER & GAMBER PROJECT**

***Ecco Outsourcing Company*, Abbasia, Cairo, Egypt** February- May, 2012

Called customers and offered them our products. We have to achieve our target selling the products to customers.

***COLLECTION AGENT***

**Vodafone Egypt, 6th of October, *Egypt*** *January****-*** *February****,*** *2015*

*Received calls about billing issues, due date*

***DEALER CONTACT CENTRE* AGENT**

**Vodafone Egypt, 6th of October, *Egypt*** February 2014- *December2015*

*Received calls from Vodafone stakeholders, distributors, and stores, answered their inquiries and made trouble- shooting on the spot*

***AGENT IN CVM PROJECT CAMPAIGN***

***Vodafone Egypt, Maadi, Egypt*** September 2013-Febrauary 2014

*Made**outbound calls to customers to sell products or let people know about new promos*

**HIGH VALUE CUSTOMER SERVICES REPRESENTATIVE**

It's a customer service for customers who their bills rated from 200- 500 L.E. I Received calls from customers, answered their inquiries about anything related to our products, network. Trouble- shooting on the spot.

***PREMIUM CUSTOMER SERVICES REPRESENTATIVE*** May-August, 2013

It's a customer service for customers who their bills rated from 600- more than one thousand L.E. I Received calls from customers, answered their inquiries about anything related to our products, network. Trouble- shooting on the spot.

**AWARDS AND DISTINCTIONS**

Best achievement of the month, August, 2013

Dealer contact center department,

**Vodafone Egypt, 6th of October, *Egypt***

***Languages:***

Advanced English (Written and Spoken)

Fluent Arabic (Written and Spoken)

Italian (Basic)

**Soft Skills:**

Communication, creativity, initiative, interpersonal skills, leadership, organizational skills, problem solving.

**Computer Skills:**

MS office (Word, Excel, Power point)

**Strengths:**

* Expertise in customer satisfaction and customer services
* Demonstrated ability to build trust and sustain collaboration among people of diverse cultural and national background
* Competent in persuading and dealing with clients
* Collaborator, communicator and coordinator team worker
* Experienced in translating and interpreting from Arabic to Italian and vice versa as well as from Arabic to English and vice versa

**Education:**

Youssef El Sibai Language school 2007

Heliopolis, Cairo

*Bachelor of Languages* 2007-2012

*Major, Italian Language; Minor, English Language*

*Faculty of Language, Ain Shams University****,*** *Cairo, Egypt*

***Certification and Additional Training***

Audiovisual translation course

The American University in Cairo, Egypt Sept 2017- Nov 2017

Diploma in Legal and United Nations Translation

The American University in Cairo, Egypt Feb 2015 –Dec 2016

Course in English Conversation level

The British council June 2013

EDUEGYPT Course 2010-2011

(Course in soft skills, and computer skills)

Ain Shams University, in coordination with Ministry of Communication and Ministry of Higher Education

Course in English Conversation 2010

Belize Centre

Course in Italian conversation level 2010

Ministry of Defense Language Institute (MODLi)

**References available upon request.**