#####

 **Nesma Youssef Kadri Osman Afifi**

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| Objective |
|  **A challenging career opportunity in the field of customer services that would give me the chance to be an effective member of creative team in a successful progressive organization.** |

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| Education |  |
| **University Faculty** **Major****Accumulative Grade**  |  **Tanta University.** **Faculty of Commerce *(English section)*.** **Accounting May 2011.** **Good (70.13%).** |
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| Language Skills |  |
| **Arabic****English** |  **Mother language.** **Very good.** |
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| Computer Skills |  |
| **ICDL**  | **ICDL_original Microsoft Word, Excel, PowerPoint, Access, Window, IT,**  **Internet.**  |
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| Training experience |  |
| **Trainer Department** | **ICDL_original**  **Piraeus Bank.** **Customer service department.** **Sept.2010** |
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| Courses |  |
| **Egyptian Banking Institute****Conversation English Course****EDU Egypt Program****Human Resource Course**  | **Banking Training, Graduate Program (Egyptian Banking Institute)** * **Introduction to banking system.**
* **Development of the banking sector.**
* **Role of the Central Bank of Egypt.**
* **E-EBI-logoBasic of banking operation.**
* **Bank accounts & deposits.**
* **Retail banking operation.**
* **Commercial paper.**
* **Customer services.**

 **(For 97 hours From 1 April 2012 to 29 April 2012.****Advanced Level at American University in Cairo( AUC).** **August 25 – October 24 , 2011****ICDL_original****Certified by Ministry of communications and new horizons company*** **Communication skills**
* **Presentation skills.**
* **Customer service.**
* **Business writing.**
* **Business English.**

**ICDL_original****Youth Leadership Initiative****April 2009 (sponsored by Vodafone )** |
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| Current job |  |
| **Current job** **Previous job****Voluntary work** |  **Customer Service advisor at Vodafone Egypt. (Since February 2014)*** **Sell Voda products and provide customer with requested information.**
* **Handle all cases of multi-skills function(cash & inventory)**
* **Minimize & resolve customer problems, ensure quality of service.**

**Organizer at Nourmedia Organization for Medical Conferences from May 2012 to Aug. 2013** **Organize Medical Conferences & meetings:*** **Coordinate Conferences with professors**
* **Booking Hotels & transportation**
* **Sending formal e-mails & faxes**
* **Dealing with Pharmaceutical & Tourism Companies**

**ICDL_original****A volunteer for El-Sharaia Charity.** |
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| Skills |  |
| **Personal skills** | * **Ability to work under pressure.**
* **Ability to learn fast & achieve my tasks accurately.**
* **Ability to work in a group or individually.**
* **Good communication & Negotiation Skills.**
* **Social Personality, Cooperative, Self-motivated.**
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| Hobbies  |  |
| **Personal hobbies** | * **Computer & internet.**
* **Listening music & Cooking.**
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| Personal Details |  |
| **Date of Birth****Nationality****Gender****Marital status** |  **24 / 11 / 1989** **Egyptian.** **Female.** **Single.** |
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References available upon request

 Thank you….