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**Nesma Youssef Kadri Osman Afifi**

**Tanta.101 Sedki st.**

**🖀 .040 330 42 52**

**🖁 .012 018 344 97**

**Nesma-Youssef@hotmail.com**

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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….