** Sara alaa el.deen Mohamed el.mahdy**

Reyad ghorabah.st, Tanta, Gharbia ,Egypt

**01017035463**

Saramahdy.resala@gmail.com

|  |
| --- |
| **Personal Data** |
| **Date of birth:****Marital status:****Gender:** **Nationality:** | 1/10/1988SingleFemaleEgyptian |
| **Education** |
| 1. - 2009
 | * B.SC, Faculty of Basic Education,Tanta University.

Major:EnglishGrade :Totally / good |
| **Extracurricular Activities** |
| 11\2015\_Until 6\2016 | * Working as a Receptionist and a Customer Service Representative .
* Working as an Executive secretary for the Executive director of Resala Charity .
 |
| **Courses**  |
| 200820102016 | * "ICDL" , at Infc .
* Customer service Representative at Infc .
* Soft skills and presentation skills at Resala Charity .
 |
| **Skills**  |
| **Computer**:**Languages:** | MS Office 2010 , social media and internet .**Arabic**: mother tongue.**English**: good (spoken, written and translating). |
| Tasks of my last job : |
|  | **As an executive secretary :*** Schedule meetings and arrange conference rooms.
* Greet and receive visitor.
* Manage travel and schedule.
* Prepare agenda for meetings.
* Plans events and volunteer activities.
* Receive and relay telephone messages.
* Save and coordinate all data such as phone numbers and emails
* Do office work , such as writing letters , speeches and acts of copying , printing and other
* Prepare correspondence and stuff mail into envelopes.

 **As a customer service :*** Interact with **customers** on behalf of Resala charity
* Provide information about services, take orders, respond to **customer** complaints, and process returns**.**

  **References upon request** |
|  |
|  |  |
|  |
|  |
|  |  |
|  |
|  |  |
|  |
|  |  |
|  |
|  |  |