**Omnia Ashraf Mohamed**

26 El Tabana St., Down Town, Cairo, Egypt

01144280108/01062243767

omniaashrafmostafa@gmail.com

|  |
| --- |
| **Objective** |

Seeking Employment that will help me utilize my skills and abilities in a professional environment to come up with innovative ideas and concepts, which assist the growth of the company.

|  |
| --- |
| **Education** |

* Bachelor of Alsun, Ain Shams University (from 2010 to 2013)
* Major: Italian
* Minor: English
* University Degree: Good

|  |
| --- |
| **Courses** |

* Course Name: EDU Egypt Business Process Outsourcing Skills --Certification at Information Technology Institute (ITI) (from March 2012 to August 2013)
* The training covered the Following:
* Soft Skills, Customer Service skills including assertive behavior and handling irate customers, time management, communication skills, presentation skills, and team work skills.
* English Course at Berlitiz (From level 1 till level 6) at Faculty of Commerce Ain Shams University.
* I have Attended a Comprehensive Seminar in Certified Professional Leader at Faculty of Pharmacy Ain Shams University at 19, 20 of November 2011.

|  |
| --- |
| **personal skills** |

Languages:

* Arabic:   Native Language
* English: Good in professional and social environment
* Italian: Good in professional and social environment

Computer Skills:

* Dealing with all windows systems & Microsoft Office programs (Word, Excel, PowerPoint, Outlook, Windows, Access )

Soft Skills:

* Customer Service skills, Time Management skills, Communication skills, presentation Skills
* Ability to work with team work
* Ability to work under pressure

|  |
| --- |
| **Experience** |

* Alex Bank (from 4/2014 to 10/2014)
* Job Responsibility: I worked as Customer Service agent, solving customers problems over the phone
* Yellow Pages Co. (from **5 /2015 to 10/2016)**
* Job Responsibility: I worked as local search team agent, searching new companies to add them on company's directory