

Esraa

Samir Mohamed

WORK EXPERIENCE

CONTACT ME

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📍 Ahmed Fakhry, Nasrcity

EDUCATION

Ain-Shams University
Faculty of Alalsun

BA in Spanish
language

2008

Translator (Arabic-English- Spanish)

Jan 2023- till Now

Freelance

Handling different translation projects as:
Marketing articles.

Translating a novel from Spanish to Arabic.

Translating Medical reports, Marriage certificates, birth certificates, and college degrees.

Translating articles From English to Arabic to be published online following SEO.

Translating a shopping website from English to Arabic.

Translating website content from English to Arabic.

Customer service Associate

Oct 2022- Dec 2022

Amazon.ae

Dealing directly with Amazon's customers via phone, email, or live chat, helping them with their inquiries and complaints delivering the best customer support experience.

Senior Purchasing Specialist

March 2016 - August 2022

Edfa3ly.com

Purchase the items online Making sure that the purchased items follow the same description as the desired ones. Review the payment of products to make sure that it is as exact as the stated prices.

Senior Review specialist

August 2015 -March 2016

Edfa3ly.com

Review the desired items to purchase making sure that it is as the same description as the desired ones and follow the Egyptian Customs regulations.

Call centre and back office agent

September 2014 -August 2015

Edfa3ly.com

Deal directly with customers by phone, online, or face-to-face. Interact with customers to provide information in response to inquiries about products and services. Handle and resolve customers' complaints

Customer Service and telesales agent

Jun 2010-Feb 2013

Goldi Co.

Deal directly with customers by phone, or face-to-face to resolve their complaints and inquiries. Encourage them to try new products and inform them about the updated offers.

LANGUAGES

Arabic: Native
English:C1
Spanish :B2
French:A1

Translator and editor

May 2009–Sep 2009

Al Wafd newspaper

Translating articles from English or Spanish to Arabic, and editing them following established rules pertaining to factors, such as word meanings, sentence structure, grammar, punctuation

TRAINING & COURSES

Foundation Certificate in Translation and Interpreting in progress

AUC-School of Continuing Education

Spanish language course level B2
Cervantes Institute

in progress

Arabic grammar course

2023

AUC-School of Continuing Education

Spanish language course level B1

2023

Cervantes Institute

Digital Marketing Diploma

2016

(HPA) Highly Professional Advisors Centre.

English language course (levels 3,4 &5)

2011 -2012

Berlitz centre

IATA passenger fares and ticketing course (Basic- intermediate -advanced)

2009-2010

Egyptair training centre