



Rowan Fakhr El Din Abdelhameed

ElBitash, Agamy, Alexandria, Egypt

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Personal Details

- Date of Birth : 10/6/1998
- Marital Status : Single
- Nationality : Egyptian
- Whatsapp : +201202256880

Objective

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately. I'm motivated employee capable of time management and working under pressure in all environments. A dedicated and detail-oriented individual looking for an entry-level position at a well-reputed organization to gain experience and exposure and expand my knowledge.

Education

- **Faculty in Tourism and Hotel Management at Pharos University in Alexandria** 2022
Bachelor's Degree
Good

Experience

- **Grand Egypt Travel** 2022 - 2022
Travel Agent
- Stay up to date on the latest travel industry news and trends.
- Provide information and recommendations to clients regarding their future destinations.
- Plan itineraries that meet clients budgets and requests.
- Answer emails and calls from clients, addressing any questions or concerns they may have about their travel plans.
- **Education center** 2022 - 2022
Teacher's assistant
- Provided support to the teacher in managing the classroom, assisting with lesson preparations, and helping students with their assignments.
- **Online store** 2021 - 2021
Customer service
- I could assisted customers with their inquiries, resolved any issues or complaints, and maintained a positive and friendly attitude.
- **Alla'ona** 2019 - 2019
Secretary
- Answering and routing phone calls.
- Greeting visitors and clients.
- Scheduling and schedule management.
- Maintaining the physical and/or virtual office.
- Mailing, shipping.
- Take and deliver messages.
- Clerical tasks.

Achievements & Awards

- Enterpreuner of tourism, hospitality and heritage in Egypt.
- Grand Egypt Travel Agency.
- ICOM.
- Erasmus + Virtual Exchange Program.

Languages

- Arabic (Native language).

- English.

Skills

- Computer Skills
- Communication skills
- Leadership Skills
- Problem Solving Skills
- Customer Service skills
- Teamwork Skills
- Flexibility Skills
- Typing Skills
- Handling customer inquiries
- Resolving issues
- Providing excellent support
- Emphasize my ability to communicate effectively, multitask, and work well under pressure.

Courses

- MDC Executive secretarial and senior positions offices
 - I was completed and fulfilled the requirements, with training level (Excellent) of the course Entitled.