

Duaa Soliman

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Duaa [Soliman@outlook.com](mailto:Duaa_Soliman@outlook.com)

OBJECTIVE:

Seeking a career with a dynamic organization within the scope of where my managerial, practical and problem solving skills could be further developed and efficiently utilized in order to upgrade my knowledge, enhance my skills, achieve my ambitions and add value to my experience.

WORK EXPERIENCE:

FROM: 2009 TO 2010

Modelling agent (Hegaby Magazine)

FROM: 2010 TO 2011

Vodafone (Customer service)

- Responsibility for representing the company and converting potential audiences into permanent customer.
- Resolve individual customer problems detect improvements, and troubleshoot and report gaps in the customer experience.
- Answering questions or inquiries that the customer needs to know.

FROM: 2011 TO 2014

Safwa Laser Vision Centre:

Executive Director Office Manager & Public relation

- Follow up on work E-Mail
- Responding to inquiries from doctors and patients.
- Follow up the workflow of the employees.

- Conducting a survey for patients to ensure that the best service is provided.
- Categorize incoming mail as required.
- Preparing for board meetings and recording meetings.
- Receiving patient's complaints and working to resolve them.
- Preparing for conferences and general assemblies and dealing with joint stock companies.
- Making (daily- weekly- monthly) reports on how work is progressing during this period.

FROM:2014 TO 2016

AL-Malaki Eye Centre

Human resources specialist

- Communicate with business leader to determine workplace needs.
- Responsible for job advertisement.
- Selection of qualified candidates for the required jobs.
- Evaluate the performance of employees with the aim of motivation and encouragement.
- Responsible for appointment documents and personnel files.
- Responsible for overtime, vacations, exit permits, and employee finger printing.
- Assistance in designing training programs for the professional development of employees.
- Mediating conflicts in the workplace and working to resolve them.

EDUCATION:

- Bachelor of social work (Alexandria university,2009)
- High school: kawmeya girls college (KGC)

COUSES:

- ICDL Course
- Customer service course

TRAINING:

- One year training in student affairs at a middle school.
- One year training in (Al-Mamoura Hospital for psychiatric and mental illnesses addiction department)

COMPUTER SKILLS:

- I am very good at dealing with computer, internet, Microsoft office (Word – excel – outlook)

LANGUAGES:

Arabic: Mother tongue

English: very good writing and speaking

SOFT SKILLS:

- Self-motivated
- Ability to work in group or individually according to the job requirements.
- Have the ability of fast learning.
- Able to work under pressure.
- Excellent time management and research skills.
- Hard worker.
- Multitask performer.
- Good communication skills.

PERSONAL DATA:

Date of Birth: 1\1\1987

Nationality: Egyptian

Marital State: married

References available upon request.

