



PERSONAL INFORMATION

PHONE:

01200259622

EMAIL:

Nancy.gad.12@Gmail.com

Date of birth:

26-9-1997

Address:

Mandra – Alexandria – Egypt

HOBBIES

Swimming
Motorbike Driving
Reading
Cycling
Driving cars
Swimming
Travelling

NANCY GAD GAID

Highly skilled and professional receptionist with extensive experience in front office operations. Seeking a challenging position to utilize my exceptional customer service skills and contribute to the overall success of the organization.

WORK EXPERIENCE

Mar-mina EL-Mandra Church.**CUSTOMER SERVICE**

2017-NOW

- Head of membership office.
- Helping customers in finishing all their papers.

Mar-mina EL-Mandra Church summer resort. Receptionist

2016-2017

- Greeted and welcomed visitors with a professional demeanor, providing excellent customer service and creating a positive first impression.
- Managed a multi-line phone system, answering and directing calls promptly and efficiently.
- Scheduled appointments and meetings, ensuring optimal use of time for both clients and staff.

LAGOON CLUB.**FRONT OFFICE SALES**

2015-2016

- Sales representative responsible for sales and increasing the number of customers member ships.

EDUCATION

-ALEXANDRIA UNIVERCITY, Faculty of ART.

Department of Philosophy.

- CLASS: 2015 - 2019

- Grade: Good.

LANGUAGES:

ARABIC: NATIVE.

ENGLISH: V. GOOD.

Driving license:
Yes

CERTIFICATES AND COURSES

Human Resources Development and Soft Skills

ICDL

SKILLS

- Excellent communication and interpersonal skills, ensuring effective interaction with customers, colleagues, and senior management.
- Strong organizational skills, able to handle multiple tasks simultaneously while maintaining attention to detail.
- Exceptional problem-solving abilities, always striving to find solutions that meet both customer needs and organizational goals.
- Proven ability to remain calm and composed in high-pressure situations, ensuring smooth operations in a fast-paced environment.