

# **AYA MAHMOUD MOHAMAD BAKR**

**GHMRA STREET**

**Cairo. Egypt**

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## **OBJECTIV**

**Seeking a job in the field of customer service, sales at a reputable company where my background and experience can be well utilized.**

## **EDUCATOIN**

**Ain shams University**

**Cairo, Egypt**

**Faculty of Commerce.**

## **SKILLS**

### **Computer skills:**

- 1-Excellent Knowledge of windows and Internet.**
- 2-Very good Knowledge of word, Excel.**
- 3-Good Knowledge of Access, PowerPoint and Outlook.**

### **Language Skills:**

- 1-Native Language Arabic.**
- 2- Very Good command of both written and spoken English.**

## **EXPERIENCE**

- |                                |                              |
|--------------------------------|------------------------------|
| <b>1- Mar 2007 -- Aug 2008</b> | <b>AVEC for Instructions</b> |
| <b>2- SEP 2008 – DEC 2011</b>  | <b>ELMASAR Channel</b>       |

### **Executive Secretary**

- Responsible for representing the official at meeting or events or even presenting prepared information on behalf of the official when they cannot be there themselves.**
- Processing all outgoing communication in the from of emails, letters, voice messages or other forms of communication.**
- Scheduling appointments, meetings and personal appearances by the department manager.**
- Answering phones, providing information and processing messages for the department manager.**
- Attending meetings, commissions and other events on behalf of the department manager as required .**

**3- JAN 2012 – Till NOW UNITED GROUP NISSAN**

- Answering phones, providing information and processing messages for the department manager.
- Appointment booking for customers to make maintenance
- Working in reception to handle customer
- Warranty department (submit claims – invoices – follow claim procedures – make reports)

**INTERESTS**

**Music, Traveling, reading**

**PERSONAL INFORMATION**

**Date of Birth: 12-12-1988**