

Dina Mohammed Hamdy

Janakles, Alexandria.

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OBJECTIVES

A Dedicated and Fast learner with brilliant communication skills, is seeking for a position in a well-established company, where I can contribute my skills in a positive team environment for mutual growth and development of both the organization and I.

EXPERIENCE:

Administrative specialist, (1 July 2023 – present)

Streamlined luxury LTD based in London.

Full time (Remotely)

Job description:

- Responsible for updating the client's booking day to day in the spreadsheets.
- Register all the employee's documents on the company system.
- Recording the invoices and expenses on the finance program system (QuickBooks).
- Preparing the payroll sheet for the wages.

Operation supervisor, (1 June 2022 –30 June 2023)

H&H HOTELS COMPANY BASED IN UK.

Full time (In the office)

Job description:

- supervising the daily tasks for the on ground staff, for running and deliver the best guest experience.
- check the in & out reservation list to make sure all booked rooms are ready before the check in time.
- Responsible for training new employees under my command.
- Handle any issues related to my team.
- Hiring new crew for the Hotels.
- organize the daily basis Rota for the staff.
- Preparing the payroll sheet for the wages.
- Responsible for purchasing Hotels supplies (amenities, furniture and products).

Call center agent, (1 Jan 2020 – 30 may 2022)

SUTHERLAND GLOBAL SERVICES COMPANY.

Full time.

Job description:

- Take inbound calls and handle customer's inquiries or complains.
- clarify information and research every issue for providing solutions.
- Make outbound calls to offer customers with the new company services to achieve the monthly target.

Customer service representative, 1 Dec 2017– 1 June 2019.

ORANGE TELECOMMUNICATION COMPANY.

Full time.

Job description:

- Front desk agent in the store to handle customer's inquiries and complains.
- Achieve the daily target of sales (Mobile's line, accessories, cell phones).

EDUCATION:

Faculty of Arts, Alexandria university.

Greek and Roman Archaeology department. (2006-2010)

COURSES

Digital Marketing diploma (40 H Completed)2024

- Arab Academy for science, Technology & Maritime (AAST)
- 1. Marketing strategy.
- 2. Social media marketing (Facebook, Instagram & Tick tock)
- 3. Email marketing.
- 4. Search engine optimization (SEO & SEM)
- 5. Logos design
- 6. Content creation
- 7. Digital marketing campaigns

Human Resource course (HR)-(40 H Completed) 2023.

- Arab Academy
- 1. Job analysis.
- 2. Type of contracts.
- 3. Recruitment & Hiring.
- 4. Training & development.
- 5. Compensation & Rewards.
- 6. Human Resource strategy.
strategy.

Neuro-linguistic programming (NLP)- (40 H Completed) 2021.

- NITC Center.
- 1. Personal development.
- 2. The conscious and subconscious mind.
- 3. Control your feeling and your thoughts
- 4. The laws of the subconscious

English Course (16 level Completed) 2020.

- Egyptian American Center.
- 6 level free conversation with British native speaker

Skills:

- Microsoft Office (Word, Excel, Power point).
- Soft skills
- Communication skills
- Negotiation skills
- Handling skills
- Leadership

Language:

- Arabic: Mother tongue.
- English: Fluent.

- Problem solving